

Privacy Policy

Top of the World Network Pty Ltd (ABN 11 692 890 949) trading as **Town Car Hire**

Effective date: 17 January 2026

1. Introduction

Top of the World Network Pty Ltd trading as Town Car Hire (“we”, “our” or “us”) is committed to protecting your privacy and handling personal information in an open and transparent manner. This Privacy Policy explains how we collect, use, disclose and store personal information.

2. What is Personal Information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

3. What we collect

- **Personal details:** name, date of birth, address, phone number and email address.
- **Driver identification:** driver licence number, licence expiry date and licence image or copy.
- **Payment information:** card details (processed via payment providers), billing address and transaction records.
- **Rental and vehicle data:** rental dates, vehicle registration, kilometres travelled and fuel usage.
- **Insurance and incident information:** accident reports, claim details and third-party contact details.
- **Communications:** correspondence and customer service records.
- **Vehicle location data** (where applicable): telematics/GPS location data during the rental period for safety, theft prevention, fleet management and contract enforcement.

4. How we collect personal information

We collect personal information in a number of ways, including in person, by telephone, by email, through our website, through booking systems and via payment providers. We may also receive information from insurers or third parties in connection with incidents.

Where reasonable and practicable, we will collect personal information directly from you.

5. Why we collect personal information

We collect personal information for purposes including:

- providing vehicle hire services and managing bookings;
- verifying identity and driver eligibility;
- complying with insurance requirements and managing risk;
- processing payments and administering accounts;

- managing incidents, accidents and insurance claims;
- meeting legal and regulatory obligations; and
- customer service, business administration and (where permitted) marketing communications.

If you do not provide required personal information, we may be unable to provide our services.

6. Sensitive information

Sensitive information is defined in the Privacy Act and includes information about matters such as an individual's racial or ethnic origin, political opinions, religious beliefs, membership of a trade union, criminal record or health information.

We do not generally collect sensitive information unless required by law or directly relevant to insurance or legal requirements. Where collected, it will be handled in accordance with the Privacy Act.

7. Disclosure of personal information

We may disclose personal information to:

- insurance providers, underwriters and claims assessors;
- payment processors and financial institutions;
- toll road operators and infringement/road authorities;
- law enforcement agencies, where required or authorised;
- debt recovery agencies (where applicable);
- IT service providers and cloud hosting providers; and
- professional advisers (e.g., legal and accounting).

We may also disclose personal information where required or authorised by law.

8. Overseas disclosure

Some service providers we use (such as cloud storage, booking systems or payment processors) may store or process personal information outside Australia. Where this occurs, we take reasonable steps to ensure appropriate safeguards are in place.

9. Security of personal information

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Personal information may be stored electronically or in physical files, with access restricted to authorised personnel.

When personal information is no longer required, we take reasonable steps to destroy or permanently de-identify it. Certain information may be retained for a minimum of 7 years for legal, taxation and insurance purposes.

10. Data breach notification

If an eligible data breach occurs, we will comply with our obligations under the Notifiable Data Breaches scheme, including notifying affected individuals and the OAIC where required.

11. Access and correction

You may request access to the personal information we hold about you and request corrections if it is inaccurate, incomplete or out of date. We may require identification before releasing requested information.

We do not charge for making an access request but may charge a reasonable administrative fee for providing copies.

12. Marketing communications

We may send marketing communications where you have consented or where permitted by law. You may opt out at any time by contacting us.

13. Policy updates

This Policy may change from time to time. The current version will be available on our website.

14. Complaints and enquiries

If you have questions or complaints about this Privacy Policy or how we handle personal information, please contact us:

Town Car Hire

22 Escape Drive, Doreen VIC 3754

Email: support@towncarhire.com.au

Phone: [0469 777 079](tel:0469777079) / [0469 798 451](tel:0469798451)