



PRIVACY POLICY

At Superior Rental, we are committed to protecting the privacy and security of our customers' personal information. This privacy policy outlines how we collect, use, and safeguard the personal information provided by our customers.

This privacy notice describes the following:

- Scope and Overview
- Information we collect
- Use of Information
- Information Security
- Data Sharing
- Cookies and Tracking Technologies

By using our website, you understand and acknowledge we will collect and use your personal information as described in this privacy notice.

Scope and Overview:

Superior Rental is committed to protecting your privacy. We will not share your details with third party. Any changes to our policy will be reflected on this internet site in order that you will always know what information we gather and how this information is used.

Information We Collect:

- **Personal Information:** We may collect personal information such as your name, address, email address, telephone number, and payment details when you rent our products or services.
- **Rental History:** We may keep records of your rental history, including the products and services you have rented from us.



- **Communication Information:** We may collect information from your communications with us, including emails, chat logs, or customer service calls.

Use of Information:

- We use the collected information to provide you with our rental services, fulfill your requests, process payments, and provide customer support.
- We may use your personal information to communicate with you about your rental orders, special offers, promotions, or important updates related to our services.
- We may use your rental history to improve our services, analyze customer preferences, and to personalize your experience with us.

Information Security:

- We employ strict security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction.
- We use secure methods to transmit your data, such as encryption technology for online transactions.
- Your payment details are securely processed and encrypted through trusted payment service providers.

Data Sharing:

- We may share your personal information with third-party service providers who assist us in delivering our rental services and customer support. These service providers are contractually obligated to protect the information shared with them and are prohibited from using it for any other purpose.
- We may share your information when required by law, in response to a court order or legal process, or to protect our rights or the safety of others.
- In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to the new owner as part of the business assets.

Cookies and Tracking Technologies:

- We may use cookies and similar tracking technologies to enhance your browsing experience and personalize content on our website.
- Cookies allow us to remember your preferences, store information about your rental orders, and analyze user behavior to improve our website and services.
- You can adjust your browser settings to disable cookies, although this may limit certain functionalities of our website.

The purpose for which we use this information is set out in further detail in the rest of this privacy policy. These are several basis under the Australian Privacy Act that permit us to use your personal information for these purposes. These are:

- That you have provided your consent to us by using your personal information for that purpose;
- That we need to use that personal information to fulfill our contract to provide products or services to you;
- Where we need to comply with a legal obligation;
- That the processing is necessary for our legitimate interests, provided we have balanced these against your rights and interests;

These legitimate interests are:

- To ensure effective administration and management of your relationship with us, including any rentals with us;
- To understand how our customers, use our services and to manage our vehicle fleet;
- To carry out research and analysis on what services or products customers want or how they would like us to improve our services and products;
- To tell our customers about the various products and services we offer;



- To better tailor and personalize the promotions and benefits that we or others offer to our customers;
- Understand and respond to customer feedback;
- To prevent, detect or investigate unauthorized use of our vehicles and systems and ensure we comply with the law and our policies.

By using our rental services, you signify your acceptance of this privacy policy. We reserve the right to modify or update this policy periodically, and any changes will be posted on our website.

If you have any questions or concerns regarding our privacy policy, please contact us.