



Delivering Experiences Like Never Before

PRIVACY POLICY



Expert Car Transport respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

By using our website or services, you agree to this Privacy Policy.

Personal Information We Collect

We collect personal information reasonably necessary to provide vehicle transport services or respond to enquiries. This may include:

- Name and contact details
- Vehicle details and transport locations
- Booking and payment information
- Information provided when requesting a quote or contacting us
- Technical information such as IP address and browser data when using our website

We do not collect sensitive information unless required by law or with consent.

How We Collect and Use Information

Information is collected when you request a quote, make a booking, contact us, use our website, or communicate with us during the transport process.

We use personal information to provide services, manage bookings, communicate with customers, process payments, improve our website and services, and meet legal obligations. Information is used only for purposes reasonably expected when engaging a vehicle transport provider.

Disclosure of Information

Personal information may be shared with trusted third parties where necessary to deliver services, including transport partners, depot operators, payment providers, IT support, and professional advisers.

Reasonable steps are taken to ensure information is handled in line with Australian privacy standards.

We do not sell personal information.

Storage, Security, and Retention

Reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, or disclosure. Information is retained only for as long as required for service delivery, legal compliance, or dispute resolution, after which it is securely destroyed or de-identified.

Cookies and Website Use

Our website may use cookies to improve functionality and analyse traffic. Cookies do not personally identify users. We are not responsible for the privacy practices of third-party websites linked from our site.

Access, Corrections, and Complaints

You may request access to or correction of personal information we hold about you. Requests must be made in writing and may require identity verification.

Privacy concerns or complaints can be raised by contacting us. If unresolved, complaints may be lodged with the Office of the Australian Information Commissioner.

Updates

This Privacy Policy may be updated from time to time.

Contact

Expert Car Transport

Email: info@expertcartransport.com.au