

# Privacy Policy

## 1. Introduction

Miltom Pty Ltd trading as Classic Hire ("Classic Hire", "we", "us", or "our") is committed to protecting your privacy and handling your personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

This Privacy Policy outlines how we collect, use, disclose, and store your personal information, as well as how you may access and correct that information or make a complaint.

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## 2. What Personal Information We Collect

The types of personal information we collect may include:

- Name and contact details (e.g., address, phone number, email)
- Identification information (e.g., driver's licence, proof of identity)
- Payment and billing information
- Information related to the hire or purchase of equipment
- Business and trade references (for account customers)

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

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## 3. How We Collect Personal Information

We collect personal information through:

- Direct contact (e.g., phone, email, website forms, in person)
- Online bookings or enquiries
- Account applications and agreements
- Our website and digital tools

Where practical, we will collect your personal information directly from you. In some cases, we may collect information from third parties, such as credit reporting agencies or publicly available sources.

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## 4. Purpose of Collection

We collect personal information for the following purposes:

- To provide equipment hire and related services
- To manage bookings, orders, and accounts
- To verify your identity and eligibility for hire
- To process payments and manage credit

- To communicate with you and respond to enquiries
- To improve our services and website
- To comply with legal obligations

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## 5. Disclosure of Personal Information

We may disclose your personal information to:

- Our employees and contractors
- Third-party service providers (e.g., IT services, payment processors, insurers)
- Credit reporting agencies and debt collection agencies
- Regulatory authorities, where required by law

We take reasonable steps to ensure third parties protect your personal information in accordance with this policy.

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## 6. Storage and Security

We store personal information in both electronic and hard copy form. We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes physical security, restricted access, firewalls, and encryption where appropriate.

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## 7. Access and Correction

You may request access to your personal information or ask us to correct inaccurate, outdated, or incomplete information by contacting us using the details below. We will respond within a reasonable timeframe and may require verification of your identity.

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## 8. Complaints

If you believe we have breached your privacy or mishandled your personal information, you can contact us using the details below. We will investigate your complaint and respond promptly. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

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## 9. Overseas Disclosure

We do not typically disclose personal information overseas. If this changes, we will update this policy and take reasonable steps to ensure compliance with the APPs.

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## 10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website or by request.