



ALTO GROUP PRIVACY POLICY

1. Introduction

The Alto Group is committed to respecting and protecting the privacy of individuals who deal with us, in accordance with the Australian Privacy Principles. This privacy policy deals with how we manage personal information collected by us.

2. The kinds of personal information we collect and hold.

In dealing with you we may collect personal information including your name, address, date of birth, telephone numbers, email address and driver's license number.

3. How we collect and hold personal information.

Generally, we collect personal information directly from you, when you contact or deal with us. We also collect personal information from third parties, for example finance or insurance companies providing related services to you.

We protect this information in a number of ways. It is kept in secure locations, and access to it is restricted to those who have the appropriate authorization under our policies. Where we share the information with third parties we ensure they also have appropriate policies and security in place. When the information is no longer required, it is de-identified, deleted, or securely destroyed.

4. How we use and disclose personal information

We collect and use your personal information for a number of reasons, including:

- To enable us to properly respond to your request about purchasing a vehicle, parts, service or repair, finance or insurance
- To provide you with information about products or offers
- To enable us to arrange for you things like vehicle registration, finance or insurance
- To contact you in the event of a vehicle recall or program or any warranty matters
- To maintain records for accounting, administrative and legal requirements
- To provide your details to the vehicle manufacturer for warranty purposes or to conduct customer satisfaction surveys
- For other purposes related to your dealings with us

5. How you may access your personal information.

You may access your personal information by contacting us. You can contact the Alto staff member you usually deal with, or email us at privacy@alto.com.au to make this request. We will then arrange with you a convenient time and means for you to have access.

If at any time you believe that any personal information of yours that we hold is incorrect, please contact us at privacy@alto.com.au and advise us of the correct information, and we will amend our records.

6. How you may make a privacy complaint

If you have a complaint about the way we hold or use your personal information, please contact us at privacy@alto.com.au, stating your concern, and how you would like your complaint resolved. We will investigate your complaint and respond to you with our findings and our proposed action, within 30 days.

7. Transfer of personal information overseas.

We are not likely to disclose your personal information to any overseas recipient.

8. Changes to our policy

This Privacy Policy was updated in March 2014. We may update it from time to time at our discretion. The current version of our policy is available on our website at www.alto.com.au/privacypolicyaltogroup.pdf.