

1300 450 329

ALYAACCESS.

Privacy Policy

July 2025

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Privacy Policy

Alya Access is committed to protecting the privacy of the personal information that we collect from our customers and prospective customers.

We are bound by the terms of the Privacy Act 1988 Cth (as amended) and the Australian Privacy Principles (APPs).

This statement outlines what information we collect, why we collect it, how we use, store and disclose the information, how you can gain access to your information and the complaints process that you can pursue if you are not satisfied with the outcome. Our privacy policy applied to all your dealings with us, whether you are dealing with us in person, by telephone, mail, email or online through our website.

This Policy may need to be updated from time to time.

Personal Information We Collect, and How We Collect It

We collect your personal information from Creditor Watch applications, hire agreements, credit application forms and various sources including, but not limited to, conversations we have with you either in person or via phone or email; details requested in our contracts or other written documentation; details from your browsing activity or searches we conduct, including the PPSR, ASIC or Land Titles searches.

Providing this personal information is optional so, as an individual, you may choose not to identify yourself or use a pseudonym instead. We will be able to provide you with some information about our products under these circumstances but will be unable to assist you further in respect of any application for credit or hire agreement as we need to protect our products and ourselves.

When you hire any equipment from us, we will request that you supply us with some or all of the following:

- Your name, street address, (and in some circumstances proof of address), date of birth, email address, telephone, mobile and facsimile numbers, your company or business name and ABN/ACN to identify you (if applicable), and for us to contact you.
- Details of your Driver's Licence, or passport, or a photocopy or digital image of it, so that we can confirm your identity, your residence, and (where applicable) your legal right to drive one of our vehicles (for some equipment other than vehicles, we may also require details of relevant licences or operator competency certificates).
- If you are trading as a trust, we will also ask for details regarding the trust deed and the name of the appointed trustee.
- We also request your credit card details for the purpose of obtaining payment for the hire of our goods.

If you apply for a credit account with us, we may ask for the above information, as well as:

- your bank account details;
- credit reporting agency;
- trade references to allow us to assess your background; and
- if you are a company, name and address details of all directors of the company.

If you seek information or request a quote from our website, we will ask you for your name/company name, contact name, telephone number, and email address. We may also check your browsing activity with the use of "cookies" which provide us with general statistical information about the usage of our web site. We will not endeavour to collect any sensitive information from you about your ethnic origins, race, political beliefs or affiliations, union memberships, religious beliefs, sexual preferences, health, genetics or criminal history.

Use of Personal Information

We need this personal information for business purposes only, including:

1. To provide you with the equipment you wish to hire;
2. To help us identify you for other products or services
3. Direct marketing;
4. Obtaining credit history details for prospective customers;
5. Setting up an account with you;
6. Use for our internal administrative purposes;
7. Administering our customer relationship with you;
8. To protect you and us from fraud
9. Use for any other purposes permitted under our agreement with you.

We assume we have your consent to use your personal information for the above purposes, in particular, for the purposes of sending information to you about our products and services, unless you advise us not to.

Your personal information may be shared with any employees of Alya Access.

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Disclosure of Personal Information

Any personal information that we obtain from you is for the purpose of our business dealings with you only. The information will not be used or disclosed to anyone for any other secondary purpose without your consent (including overseas recipients).

The information we receive from you will remain strictly confidential and will not be disclosed to any third party unless:

- We have, or in good faith we believe that we have, received your consent;
- You have breached an agreement with us and we need to locate you and/or pursue avenues to recover products and/or debts owing to us so we may need to provide some relevant personal information to private investigation firms, debt collection agencies, law firms, credit reference agencies and any other statutory bodies who may assist for these purposes;
- We outsource certain functions to contractors, suppliers or external service providers and they require information (but in these circumstances, we will use reasonable means to ensure that they comply with the APP);
- We have been requested by a third party (a government agency, legal agency or credit reference bureau) to disclose such information as authorized by law pursuant to a court order or otherwise; or
- It is expressly authorised in the Privacy Act 1988 (Cth) as amended.

Protecting Your Personal Information

We hold your personal information in various forms. All hard copies and electronic records are held in a secure manner and we take reasonable care to ensure that your personal information is protected from unauthorized access, modification or disclosure and from misuse, interference, and loss. Staff will only have access to your personal information to perform their duties. Electronic security systems protect your personal information transmitted through our website.

Obtaining Access to Your Personal Information

You may request access to your personal information at any time by sending a written request to 80 Lipton Drive, Thomastown VIC 3074, or an email to admin@alyaaccess.com.au. Once we have confirmed your identity, we will arrange to provide that access within a reasonable period. There may be a minimal charge for addressing that request. If we refuse to give access because of a reasonable belief that giving access would breach the Privacy Act 1988 (Cth), we will give you written reasons for the refusal.

Correcting Your Personal Information

If you believe that the information we hold about you is inaccurate, incomplete, or out of date, please let us know, and we will take reasonable steps to correct it. If we do not agree that there are grounds for amendments, then we will follow the procedures set out in the APPs.

Complaints

If you wish to make a complaint about the way we handle your personal information you may lodge your complaint in writing to 80 Lipton Drive, Thomastown VIC 3074, or an email to admin@alyaaccess.com.au. Your complaint will be investigated and any action or refusal shall be open for discussion with you. If you are not satisfied with the outcome, a complaint can be lodged with the Office of the Australian Information Commissioner.

Opting Out

If you would like to opt out of receiving any promotional or marketing materials, please notify us by emailing us at admin@alyaaccess.com.au.

Further Information

For more information about our privacy policy and how we manage your personal information, please contact us on 1300 450 329, write to us at 80 Lipton Drive, Thomastown VIC 3074, or an email to admin@alyaaccess.com.au