



Privacy Policy - Mini X Digger Hire (ABN 11 665 807 778)

Privacy Policy

Mini X Digger Hire Pty Ltd ACN 665 807 778 ("Mini X Digger Hire", "us", "we") is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

1. What is Personal Information and why do we collect it?

1. Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone and facsimile numbers.
2. Technical data, which may include IP address, the types of devices you are using to access the website, device attributes, browser type, language and operating system; telephone number and other contact details
3. Credit card information
4. Location or place of work
5. Information provided to us via customer surveys and in-app prompts.
6. This Personal Information is obtained in many ways including correspondence, by telephone and facsimile, by email, via our website www.minixdiggerhire.com.au, from our website, via WIX chat (our website chat bot), from media and publications, from our social media pages (Facebook, LinkedIn, Instagram, Tik Tok, Threads and others), from our invoices, from other publicly available sources, from cookies and other tracking technologies, and from third parties.
7. We don't guarantee website links or policy of authorised third parties. In some instances, we may, directly or through Third Parties we engage to provide service to us, track and collect traffic and behavioural data on our Website for the purposes of customer support, research, analytics, product development, fraud prevention, risk assessment, regulatory compliance and investigation. For example, we use Google Analytics for web analytics, and so Google may set cookies on your device acting as a partner to Mini X Digger Hire.

8. We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.
9. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

2. Sensitive Information

1. Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.
2. Sensitive information will be used by us only:
 - a. For the primary purpose for which it was obtained
 - b. For a secondary purpose that is directly related to the primary purpose
 - c. With your consent; or where required or authorised by law.

3. Third Parties

1. Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.
2. These services include:
 - a. Google AdSense, and Google Analytics via Google LLC
 - b. Gmail via Google LLC
 - c. Google Workspace via Google LLC
 - d. Xero Ltd.
 - e. Wix.com Ltd.
 - f. Idle Australia Pty Ltd (StayOnHire)

4. Disclosure of Personal Information

1. Your Personal Information may be disclosed in several circumstances including the following:
 - a. Third parties where you consent to the use or disclosure; and
 - b. Where required or authorised by law.
2. Some Personal Information may be shared publicly under normal operating conditions of the Website, with additional information able to be displayed exclusively to other administrators of the Website during the booking process, or to anyone else to whom you authorise us to disclose it. This includes:
 - a. Search engine indexes
 - i. The Website allows your information to be included in third-party search engines, where it's indexed and published in third-party search engine results. This feature is applied by default, and you may opt out of this feature by contacting info@minixdiggerhire.com.au. If you change the visibility of your information, third-party search engines may not update their database promptly or at all. We do not control the actions or inactions of third-party search engines, including any information indexing that occurs before or after you change the visibility of your information.
 - b. Any time you submit a booking request for listed equipment, you consent to disclosing your full name, company details, contact details, booking requirements and any other information you share with us, to the equipment lessor of any equipment you request to book.
 - i. When we act as an equipment lessor, and grant a request to book, additional Personal Information in association with your account and business will be disclosed to the acting lessee for the purpose of the equipment lease. This may include your full name, complete business address and contact details.
 - c. Through publicly posted/available Reviews
3. Your Personal Information in general, may be transferred, stored, used, processed and disclosed between Mini X Digger Hire and, contractors or Third Parties for:
 - a. Website development and functionality
 - i. The ongoing development and maintenance to improve the Website and services, may require us to complete tasks associated with internal or backend performance, user experience, improving functionality, business

development, the security of your Personal Information and direct marketing purposes.

- ii. Mini X Digger Hire may access your Personal Information for the purpose of communication, or website traffic analytics.
- iii. We may also engage Third Parties to provide services to us, to help verify your identity, to conduct checks against databases such as but not limited to public government databases (where legally allowed), to assist us in fraud prevention and risk assessment, to serve targeted ads, to assist us with customer service, and to facilitate payments or reimbursements required.

4. Through Claims and legal processes

- a. You acknowledge, agree and consent that Mini X Digger Hire may access, preserve and disclose your account information, user-created content or use of the Website if required to do so by law or in a good faith belief that such access, preservation or disclosure is reasonably required;
 - i. to respond to claims asserted against Mini X Digger Hire;
 - ii. to comply with any legal processes (for example, subpoenas and warrants); and
 - iii. to enforce and administer our agreements with users, such as the Terms and Conditions of Use, the Standard Terms of Hire, and this Privacy Policy.
- b. We will use reasonable effort to notify users about law enforcement requests for their data unless:
 - i. providing notice is prohibited by the legal process itself, by court order we receive, or by applicable law; or
 - ii. we believe that providing the notice would
 - 1. be futile,
 - 2. be ineffective, or
 - 3. create risk of injury or bodily harm to any individual or group,
 - 4. create or increase a risk of damage to the property of Mini X Digger Hire or its users of the Website, or
 - 5. create or increase the risk of fraud upon Mini X Digger Hire, and its users of the Website.
 - iii. Under circumstances where Mini X Digger Hire complies with legal requests for user data without notice to the user for the reasons described above, Mini X Digger Hire will use commercially reasonable efforts to notify the

applicable user about the information request after the fact if we believe in good faith that we're no longer legally prohibited from doing so.

5. Third-party cookies

- a. Third parties connected or linked to Mini X Digger Hire, either by you or our services may place a cookie via the platform to obtain aggregated, non-identified information to optimise their services. Be sure you have read and understand any other party's privacy policy before providing any information as we cannot be held responsible for sites and services outside our control.

6. Market analysis

- a. We may also publish, disclose and use aggregated and non-personal information for market analysis, demographic profiling, marketing, advertising and other business purposes.
- b. We may provide Personal Information about you within Mini X Digger Hire, with contractors or Third Parties, or give them access to this Personal Information, for the limited purpose of allowing them to provide these services, and we will always ensure to that such parties have contractual obligations to protect this Personal Information and not use it for unrelated purposes.

5. Security of Personal Information

1. Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.
2. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

6. Access to your Personal Information

1. You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.
2. Mini X Digger Hire will not charge any fee for your access request but *may* charge an administrative fee for providing a copy of your Personal Information where it is reasonable to do so.

3. In order to protect your Personal Information we may require identification from you before releasing the requested information. This identification must be issued by an Australian State, Territory or Federal government.

7. Maintaining the Quality of your Personal Information

1. It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

8. Policy Updates

This Policy may change from time to time and is available on our website. We may not notify you of any changes to this policy.

9. Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

info@minixdiggerhire.com.au

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