



## Policy – Privacy

TriStar Truck & Bus Pty Ltd (TSTB) respects individuals' privacy and is committed to protecting personal information. This Privacy Policy outlines how we collect, use, disclose, and protect personal information.

### Purpose

The purpose of this policy is to outline how TriStar Truck & Bus Pty Ltd (TSTB) manages personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy ensures compliance with applicable privacy legislation in all locations where TSTB operates. TSTB is committed to protecting the privacy of individuals by ensuring that personal information is collected, used, disclosed, and stored in accordance with legislation.

This policy also aims to ensure that all employees understand their responsibilities in protecting personal information and maintaining the privacy of individuals who interact with TSTB.

### Scope

This policy is applicable to all business entities and employees, contractors, and third-party employees of TriStar Truck & Bus Pty Ltd.

### Responsibilities

#### General Managers

- Ensure implementation of this policy across all locations and monitor compliance
- Maintain secure systems for storing and accessing personal information
- Ensure third-party service providers comply with privacy standards.

#### Managers

- Educate staff on privacy obligations
- Ensure appropriate data handling practices are followed.

#### All staff

- Manage personal information in accordance with this policy
- Report any privacy concerns or breaches to management
- Respect the confidentiality of customer and employee information
- Participate in training to support this policy.

### What is Personal Information?

Personal Information is any information or opinion about an identified individual, or an individual who is reasonably identifiable. This includes names, addresses, contact details, and other identifying information.

### What Personal Information We Collect

We may collect:

- Name, address, email, phone number
- Company name, job title, ABN/ACN



- Vehicle details (e.g. VIN, registration, service history)
- Payment and transaction details
- Communication records (emails, phone calls)
- Website usage data (e.g. IP address, cookies)

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

### **How We Collect Personal Information**

We collect personal information through:

- In-person, phone, and email communications
- Online forms and website interactions
- Third parties (e.g. manufacturers, finance providers)
- Publicly available sources

We take reasonable steps to notify you when we collect information from third parties.

### **Why We Collect and Use Your Personal Information**

We collect and use your personal information to:

- Provide and manage vehicle sales, servicing, and parts
- Process payments and manage accounts
- Communicate with you about your transactions
- Improve our services and customer experience
- Send marketing communications (with your consent or where permitted)
- Comply with legal and regulatory obligations

You may opt out of marketing communications at any time.

### **Disclosure of Personal Information**

We may disclose your personal information to:

- Vehicle manufacturers and suppliers
- Service and repair providers
- Finance and insurance partners
- IT and cloud service providers
- Professional advisors
- Government and regulatory authorities.

All third parties are required to maintain confidentiality and data protection standards. TSTB does not sell or trade personal information to third parties.

### **Overseas Disclosure**

Some of our service providers may store or process data overseas. We take reasonable steps to ensure that overseas recipients comply with Australian privacy standards or obtain your consent where required.



## Data Accuracy, Security and Retention

The accuracy and security of personal information is important to TSTB, and you can update your details by contacting us.

We take reasonable steps to protect your personal information from misuse, loss, and unauthorised access. This includes physical security of premises and records, access controls, staff training, secure IT systems, and encryption.

We retain personal information only as long as necessary. When no longer required, we securely destroy or de-identify it.

## Cookies and Website Analytics

Our websites use cookies to enhance your experience. You can disable cookies via your browser settings. We may use analytics tools to understand website traffic and improve our services.

## Access and Correction

You may request access to or correction of your personal information by contacting us. We will respond within a reasonable timeframe and may require proof of identity.

## Complaints and Inquiries

If you have a complaint or inquiry about how we manage your personal information, please contact:

Privacy Officer  
TriStar Truck & Bus Pty Ltd  
266 Hammond Avenue  
East Wagga Wagga NSW 2650  
Email: [admin@tstb.com.au](mailto:admin@tstb.com.au)  
Phone: 02 6937 8500

We will investigate and respond within 30 days. If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

## Reporting and Record Keeping

All privacy-related incidents and complaints must be documented and reported to the Privacy Officer.

## Review and Monitoring

This policy will be reviewed following significant changes in legislation, organisational structure, or after any major incidents. TSTB reviews and updates this policy from time to time as needed without notice. Therefore, you should review the terms periodically to make sure you are aware of how TSTB collects and uses personal information. By using our website, you consent to the collection and use of your personal information.

## Related Documents

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)