



PRIVACY POLICY

Motorworld Group recognises the importance of privacy and strives to ensure compliance with the Privacy Principles under the Privacy Act 2020. We understand our customers concerns about the security of personal information and are committed to protecting the personal information we hold about them. We collect and hold information that is necessary to provide better customer service by striving to meet our customer's needs and expectations about and our cars and our products. We may disclose this information to associated companies and to our Franchise's as required, and to other service providers (such as information technology providers and mailing houses) so they can provide the services we have contracted out to them.

We will be open to you about the kinds of personal information we hold and what we do with it. We will strive to ensure the information about you is accurate when we collect or use it. You can gain access to personal information that we hold about you subject to exceptions under privacy legislation.

We will take reasonable measures to ensure the security of your personal information that is held by us from such risks as loss, misuse, unauthorised access, disclosure, alteration and destruction. If it is necessary for the information to be given to a person in connection with the provision of a service to us, we will do everything reasonably within our power to prevent unauthorised use or unauthorised disclosure of the information.

Please be assured that we are committed to protecting the privacy of any personal information. If you are unhappy with the way we have collected, used or shared your information we will investigate and respond to your complaint. Please contact us on admin@motorworld.nz

Further information about Motorworld' s use of Personal Information generally

1. Motorworld' s Use and Disclosure of Personal Information

Warranty

As part of your new vehicle purchase you usually obtain a new vehicle warranty. The Franchises collect personal information from us when you purchase your new vehicle so they can ensure any warranty claim is properly administered. If you withdraw your consent to the Franchises collecting this personal information this will affect their ability to process your warranty claims.

Product Recalls

The Franchises collect personal information from us when you purchase a new vehicle so that you are contacted as soon as possible in the event of a safety related product recall.

Roadside Assistance

Our Franchises engage contractors to provide Roadside Assistance to new vehicle purchasers. The agreements with those contractors require them to deal with personal information in accordance with the Privacy Act. If you withdraw your consent to the Franchises disclosing this personal information to the contractors, this will affect the ability of the Franchises to deliver these services to you.

Customer and Product Surveys

From time to time we and our Franchises survey our customers regarding their satisfaction with our products and services. If you do not wish to participate in any survey please advise us on admin@motorworld.nz and we will respect your wish not to receive any future surveys.

Direct Marketing

From time to time we and our Franchises send marketing materials to our customers. If you do not wish to receive marketing material from us or our Franchises, please activate the unsubscribe facility that accompanies any electronic message we send to you.

Event Data Recorders

Modern motor vehicles have several sophisticated computer systems that monitor and control several aspects for the vehicles performance. Some vehicles use on-board vehicle computers to monitor emission control components to optimize fuel economy, to monitor conditions for air bag deployment and if so equipped to provide anti-lock braking and to help the driver control the vehicle in difficult driving situations. Some information may be stored during regular operations to facilitate repair of detected malfunctions; other information is stored only in certain collision events by computer systems, such as those commonly called event data recoder (EDR). The information from EDR's, if available is used to improve customer and driver safety, better understand what happens to vehicles in the event of a collision and shall be provided to the police on request.

2. What information Motorworld collects

The main way we collect personal information from you is from information you provide to us during your purchase of a vehicle. The personal information collected is likely to include a range of information but not limited to your name, address, telephone number, drivers' licence, date of birth, your vehicles identification number, colour, features, make and model, place registered, registration date, registration number, engine size and transmission type, and driver information.

3. Complaints Handling and Contact Details

If you have a complaint regarding our management of your personal information or wish to correct any errors in the personal information, we hold about you please contact admin@motorworld.nz We will acknowledge your complaint or change of information within 5 working days. We will make any corrections to your information within 10 working days of your request. If we do not agree with your request for correction, we will notify you why.

4. Information Storage and Security

Motorworld stores personal information in our Dealer Management System for a period Motorworld considers reasonable depending on the primary purpose for which that information is collected. Only personnel who do need to access personal information to perform their job will have access to that information. Motorworld take reasonable steps to ensure that personal information is protected by such security safeguards as is reasonable in the circumstances against loss, and access, use, modification, or disclosure except with Motorworld authority and any other mis use.

5. Training of staff

Motorworld will ensure that its employees receive training about the management of personal information relevant to their respective roles and responsibilities.