

carhood

Privacy Policy

This document is Carhood's Privacy Policy. It is intended to describe and inform you of our policies and procedures regarding the collection, use, and disclosure of Personal Information we receive from you on [www.carhood.com.au](http://www.carhood.com.au), over the phone, by email (collectively the "Site"), or through another part of the Carhood Service. Our primary goal in collecting information is to improve your experience with the Site and Service, as well as to improve the Site and Service for all users.

## INFORMATION WE COLLECT

As used in this Privacy Policy, the term "Personal Information" means information that specifically identifies an individual (such as a name, address, telephone number, mobile number, e-mail address, or other account number). Personal Information also includes demographic information such as date of birth, gender, geographic area and preferences when that information is linked to other Personal Information that identifies the individual. Personal Information does not include general information we may collect to track usage of the Service and features of the Site, as long as any Personal Information has been removed and the data is not traceable to any specific account holder. When you list your car with Carhood, we will ask you for certain additional information about your car, which may include a license plate, mileage and/or VIN. We may also require additional financial information from you to facilitate payment to you and to process any filings required by applicable tax authorities. When you rent a car through Carhood, we will ask you for payment information and information concerning your driver's license and driver's record. This information, in its entirety, is considered Personal Information. We reserve the right to review and store the communications you make through the Site, including your postings on site pages and your communications to other members via any internal messaging capabilities. We may use those communications to better understand how members use the marketplace, as well as for security purposes and dispute arbitration. However, we are not obligated or required to review any communications nor to take any specific action with respect to those communications. At its parking facility, Carhood may take photos of your vehicle, as well as any items or equipment you may have inside the vehicle when you drop it off with us. These photos will be stored securely and will only be used in the event of a dispute between the owner and renter about the condition of a vehicle, or to assist any of Carhood's insurers in an insurance claim on a particular vehicle. This information is also considered Personal Information.

## USE OF INFORMATION

Carhood will use your Personal Information solely for its internal business purposes in connection with the operation of the Carhood Service. That includes use of your information: to facilitate our administration and operation of the Service; to understand better how our users engage with the marketplace; to verify your account information; to process your requests and transactions; to provide you with information or services you request; and to inform you about other promotions or products or services we think will be of interest to you. Carhood will use third party services to verify the Personal Information you provide to us and to obtain additional related information and corrections where applicable. By entering this information on the Site, you hereby authorize Carhood to request, receive, use and store such information for a reasonable period of time, or as required by law in the State of Victoria. In addition, you agree that Personal Information provided by you may be linked together or merged with other Personal Information so that we may better understanding of your eligibility for and use of an account. In any case, this Privacy Policy governs any information we maintain about you and your use of the marketplace.

## DISCLOSURE OF INFORMATION

Carhood does not sell, trade, or rent your Personal Information to others. We will not share the Personal Information we collect from you through the marketplace with third parties except as described in this Privacy Policy. When you rent a vehicle through the Carhood Site and Service, Carhood may provide your Personal Information to the owner of the vehicle in that transaction as reasonably necessary to facilitate the rental. For example, Carhood may provide your profile photo, email address, or mobile phone number to improve the experience for both parties. In addition to information verification providers described above, we may share Personal Information with vendors and service providers who are engaged by or working with us in connection with the operation of our site and marketplace and who need access to such information to carry out their work for us. In some cases, the service provider may be directly collecting the information from you on our behalf. Carhood will endeavor to choose service providers that are well established and who have agreed to protect the confidentiality of any Personal Information the service provider receives. Carhood is not responsible for the act or omissions of its service providers. Please contact us if you would

like to review the privacy policies of our service providers. Carhood compiles information about the use of the Site and Services. In other words, information about how you use the Site and Services may be collected and combined with information about how others use the same. Aggregate data helps us improve our Site and Service for all of our users and helps us decide which new features to deploy first. Carhood may also share aggregate demographic information with advertisers, partners, investors, and other relevant parties. This policy in no way restricts or limits our collection and use of aggregate information. Please note that when you use the site, information you post may be publically available for others to view. Please be mindful of what you post.

## SECURITY

We have endeavored to put into place reasonable security measures in an effort to protect Personal Information while it is under our control. We are not responsible for any unauthorized disclosure of personal or other information caused by any third party. Your account information is accessible online through the use of a password. To protect the confidentiality of Personal Information, you must keep your password confidential and not disclose it to any other person. You are responsible for all uses of our web site by any person using your password. Please advise us immediately if you believe your password has been misused.

## LOG DATA

When you visit the Site and Application, whether as a registered or a non-registered user, our servers automatically record information that your browser sends whenever you visit a website ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type or the webpage you were visiting before you came to our Site, pages of our Site that you visit, the time spent on those pages, information you search for on our Site, access times and dates, and other statistics. We use this information to monitor and analyze use of the Site in order to constantly improve the functionality and usability of the Site. We also use this information to verify that visitors to the Site meet the criteria required to process their requests. We do not treat Log Data as Personal Information or use it in association with other Personal Information.

## COOKIES

Like many websites, we use "cookies" to collect information. A cookie is a small data file that we transfer to your computer's hard disk for record-keeping purposes. We may use cookies for two purposes. First, we utilize persistent cookies to save your login information for future usage of the Site. Second, we may utilize session ID cookies to enable certain features of the Site, to better understand how you interact with the Site and Application and to monitor aggregate usage. Unlike persistent cookies, session cookies are deleted from your computer when you log off from the Site and then close your browser. Third party advertisers on the Site and Application may also place or read cookies on your browser. You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you may not be able to use all portions of the Site or Application or all functionality of the Service.

## WEB BEACONS

Our Site and Application may contain electronic images known as Web beacons (sometimes called single-pixel gifs) and are used along with cookies to compile aggregated statistics to analyze how our Site is used and may be used in some of our emails to let us know which emails and links have been opened by recipients. This allows us to gauge the effectiveness of our communications and marketing.

## COMPLIANCE WITH LAWS AND LAW ENFORCEMENT

Carhood cooperates with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information about you, including Personal Information to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (including but not limited to subpoenas), to protect the property and rights of Carhood, the property and rights any party involved with a transaction through the Carhood Site or Service, the property and rights any relevant third party, to protect the safety of the public or any person, or to prevent or stop activity we may consider to be, or to pose a risk of being, any illegal, unethical or legally actionable activity.

## UPDATING YOUR INFORMATION OR OPT-OUT OF EMAILS

If you wish to opt-out of marketing and promotional emails, please contact us by phone or by email at [support@carhood.com.au](mailto:support@carhood.com.au). You may not opt-out of receiving service-related emails. If you would like to update your contact information, please contact us by phone.