



## **Our Privacy Policy**

### **Collection and use of your information**

Urban Motor Finance and its representatives will only seek to collect necessary information from you in order to provide you with the credit assistance you have sought from us. We may also use this information for purposes associated with our services such as follow-up calls to assist you.

In some cases, we may seek to collect *credit information* about you. If we do this, it will only be from an Australian Credit Reporting Body and only with your consent, which we will ask you to provide by signing the form over the page.

### **Disclosure of personal information**

Urban Motor Finance and its representatives will never unnecessarily exchange your personal or business information with any third party for any reason unless compelled by force of law. However, in order to assist you, we may be required to provide your personal information to certain organisations. If your information is not provided, we may be unable to assist you. The types of organisations include:

- Lenders
- Mortgage insurers
- Other lender intermediaries
- Valuers
- Other organisations that assist us such as printers, mailing houses, lawyers, debt collectors, accountants and other auditors

### **Access and alterations to your personal information**

You can gain access to your personal or company information or advise alterations to that information by contacting our office:

Subject: personal information request  
Email: [info@urbanmotorfinance.com.au](mailto:info@urbanmotorfinance.com.au)

Information which is easily accessible will be provided to you free of charge. However, information which is more difficult to access may have a fee associated with the request. You can also contact us for more detailed information on how we collect, handle and secure your personal information.

### **Marketing**

From time to time, Urban Motor Finance may contact you with information about products from either ourselves or our industry affiliates that we believe may interest you. To opt-out of receiving such information, simply let us know by contacting us directly using the email above.

### **Security of your personal information**

Urban Motor Finance takes reasonable steps to ensure the security of your personal or company information from unauthorised access, theft or modification.

In the extremely unlikely event that Urban Motor Finance suspects that there has been a data breach that may cause you serious harm, we will take all reasonable steps to assess if your data has been accessed or lost, and if this information being accessed or lost may cause you serious harm. This assessment will always be completed expeditiously and within 30 days.

If Urban Motor Finance finds that there has been a data breach that has the potential to cause you serious harm, this will be reported to the Office of the Information Commissioner and you directly

### **Feedback on the handling of your personal information**

Should you be unsatisfied in the manner in which Urban Motor Finance has handled your personal information please contact us on the email above. We will take all necessary steps to investigate and address your concerns. If the issue you have raised is not resolved to your satisfaction you should contact the Office of the Australian Information Commissioner at:

Ph: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Mail: GPO Box 5218  
SYDNEY NSW 2001

You can learn more about the Privacy Act and your rights at [www.privacy.gov.au](http://www.privacy.gov.au)