



## **CRUSADER CARAVANS**

### **PRIVACY POLICY**

Crusader Caravans are committed to protecting the privacy of your personal information. This policy outlines our commitment to you in accordance with the Commonwealth Privacy Act (1998) and the National Privacy Principles (NPPs) contained therein, that regulate the manner in which we treat your personal information from initial collection, to use and disclosure, storage, accessibility and disposal.

## **COLLECTION OF PERSONAL INFORMATION**

You can browse through this web site without registering any of your personal information. This web site collects personal information about you only when you complete a form on the web site and forward it to us. When you visit this site, our server logs the following information (none of which personally identifies you) provided by your browser:

- The type of browser and operating system you are using and the previous site you visited;
- Your server's IP address (a number which is unique to the machine through which you are connected to the Internet - usually one of your service provider's machines).

Our server logs the date and time of your visit, which parts of our web site you visited, and any documents you downloaded. Our server might also use a feature of your browser called a "cookie" to assign a user ID. The use of "cookies" is an industry standard and you will find them at most major web sites. We do not use "cookies" for any purpose other than to store the sites and databases a user has selected. Most browsers are initially set up to accept "cookies". If you'd prefer you can set yours to refuse "cookies" or to alert you when "cookies" are being sent. However it is possible some parts of the site will not function properly if you do so.

## **USE AND DISCLOSURE OF PERSONAL INFORMATION**

In general the primary purposes for which we collect your Personal Information include:

- Facilitating the timely delivery of the goods or services for which we contract with you;
- Meeting the requirements of Government Authorities and third party suppliers associated with the supply of the motor vehicle and related goods including the provision of warranty and servicing for the vehicle, insurance and registration of the vehicle and financing of the vehicle purchase;
- Providing information about new products from time to time;
- Contacting you as soon as possible about a product recall necessary for ensuring the safe and efficient use of your caravan.

**Any promotional or marketing material that we convey to you will contain information detailing how you may remove your name from such a marketing list. At any time you can contact us to instruct us to remove yourself from future correspondence.**

## **STORAGE OF PERSONAL INFORMATION**

We store Personal Information in electronic or hard copy form (or both) in either lockable storerooms or, in the case of electronic information, by password protection. In both cases only authorised employees and contracted personnel trained in the proper and lawful handling of such information is able to access that information. We do not retain any information longer than is required for the business relationship with you or for legal purposes. When we are informed we will keep the Personal Information we hold accurate, complete and up to date.

## **ACCESS TO YOUR PERSONAL INFORMATION**

If you have any questions about this Privacy Policy or if you wish to gain access to the information that we may have collected about you, please contact the company Privacy Officer whose details appear at the end of this statement.

## **CHANGES TO THE PRIVACY POLICY**

We reserve the right to amend our Privacy Policy from time to time. Any revised Policy will only apply to data collected subsequent to its stated effective date.

**Stated Effective Date : 26.11.2014**

## **SOCIAL MEDIA POLICY**

Interaction with Crusader Caravans, we do ask you to follow these simple guidelines:

- Avoid using offensive language, posting inappropriate photos or inciting discussions that may have negative ramifications;
- Please avoid using any discriminatory language, respect other people's opinions/beliefs and refrain from personally targeting other users;
- The Crusader Caravans Club page is bound by the Facebook/Twitter/Instagram/Google+ terms and conditions. We do not take responsibility for the language/behaviour of other supporters. Where we believe there to be a violation of the above guidelines, we reserve the right to block users and remove comments.

We want everybody to be able to enjoy this page and connect with other like minded travelers, so please, be clean, be safe and enjoy being part of the Crusader Caravans Club.

## **CONTACTING US**

If you have a query or complaint in relation to this Privacy Policy or the way we collect, use, disclose or store your Personal Information, or you would like to gain access to the information we have collected about you please contact

The Privacy Officer, Crusader Caravans  
design@crusadercaravans.com.au