



Privacy Policy

This Privacy Policy outlines the policy of Coast to Coast Storage Pty Ltd ATF BV Ryder Family Trust, 31 Morton Street, Chinderah NSW 2487 ACN 622 651 290, email info@coasttocoaststorage.com.au. This privacy policy outlines how and why we need to collect and retain your personal information, and how we handle, protect, use and disclose that personal information.

1. Collection of information

We need to collect, retain and use information about you, including your personal information, to provide you with storage and do business with you. Generally, this information is collected directly from you but we may collect information about you that is publicly available, for example from public registers or social media, or made available by third parties. Information we collect may include:

- your name
- licence number and details
- date of birth
- passport number
- telephone number
- email address
- physical address
- CCTV footage and;
- any other information reasonably necessary.

We may also need to collect payment information from you, including credit card or direct debit information, and we collect and retain information about your ongoing storage and payment history.

When you use our website or mobile applications we may collect information about your physical location and/or web activity including your IP address, your telephone number(s) and whether you've accessed or been referred to us via a third-party site. Some of this website information we collect using Cookies.

You may choose not to provide us with any of this information, but not doing so may affect our ability to provide you with storage.

are located in a number of countries outside Australia, including New Zealand, the UK, the USA. Please note that Australian law may not apply to some of these entities in those countries.

4. You make the following authorisation regarding your Alternate Contact Person:

As you have provided us with personal information identifying your nominated Alternate Contact Person (ACP), you must ensure that you have the right to disclose information about your ACP including their personal information. You must take reasonable steps to ensure your ACP is aware

- that you have made this disclosure
- that we may use this information as we would personal information collected about you
- that they may access and correct the information held by us in the same manner you may correct your personal information.

5. Marketing

We may use your contact details, including email, fax and telephone numbers, to contact you for marketing purposes. You may withdraw this consent at any time. We may share your information with our related entities. We will not share your contact details with third party enterprises and will never sell your personal information or contact details. If you wish to opt out of direct marketing, please contact us at info@coasttocoaststorage.com.au

6. Storer Check ('StorerCheck')

We subscribe to the StorerCheck system. By applying to store with us, including making a web or telephone enquiry, you agree to the following:

- We may search the StorerCheck data base for information StorerCheck may have about you
- We may communicate with other users of the StorerCheck system and discuss your information with them
- We may choose to refuse you storage, or terminate your storage agreement, if you are listed with StorerCheck
- We may release or update any details and personal information StorerCheck have about you, including but not limited to:
 - ✓ your name,
 - ✓ your address,
 - ✓ your previous address(es),
 - ✓ your email address,
 - ✓ your licence number and details,
 - ✓ your passport number and details,
 - ✓ your date of birth,
 - ✓ your storage history, including account payment history
- Your details and personal information will be released to StorerCheck in the event that you breach your storage agreement or engage in illegal or threatening behaviour including but not limited to:
 - ✓ Not paying for storage
 - ✓ Dumping or abandoning goods

10. Your Rights – how to contact us about your privacy

If you believe we have breached the Privacy Act 1988 or Australian Privacy Principles and wish to complain, please contact us

info@coasttocoaststorage.com.au

We will endeavour to resolve your complaint within 21 days. If you do not believe your complaint has been satisfactorily handled or resolved, you can lodge a complaint with the Office of the Australian Information Commissioner. For more information visit: www.oaic.gov.au