
Privacy at Chidiac Motor Group

We respect your privacy and take protecting your personal information seriously.

When you interact with Chidiac Motor Group (for example, by enquiring about a vehicle, selling a vehicle, or using our website), we may collect personal information such as your name, contact details, vehicle details and information needed to complete a transaction.

We use your information to:

- Respond to enquiries
- Buy and sell vehicles
- Arrange inspections, finance, insurance or warranties
- Improve our services and website
- Meet legal and regulatory requirements

We do **not** sell your personal information.

You can ask to access or correct your personal information at any time, and you can opt out of marketing communications whenever you like.

For full details, please read our Privacy Policy below or contact us directly.

PRIVACY POLICY

Chidiac Motor Group Pty Ltd (ABN:17 139 271 695) (“we”, “us”, “our”) is committed to protecting your privacy and handling personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. Who This Policy Applies To

This policy applies to:

- Customers and potential customers
- Vehicle buyers and sellers
- Website users
- Suppliers, contractors and service providers
- Job applicants and prospective workers

This policy does not generally apply to employee records where the employee records exemption applies under the Privacy Act.

2. Personal Information We Collect

We collect personal information reasonably necessary to operate our business, which may include:

- Name, date of birth and contact details
 - Residential or business address
 - Driver licence and identity documents
 - Vehicle details (registration, VIN, ownership history)
 - Financial and payment information
 - Finance, insurance or warranty-related details
 - Records of communications with us
 - Website and device data (IP address, cookies)
 - CCTV footage or images at our premises
 - Recruitment information (resumes, references)
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3. Anonymity and Pseudonymity

Where practicable, you may deal with us anonymously. However, we cannot provide certain services (such as vehicle transactions or compliance checks) without collecting personal information.

4. Sensitive Information

We generally do not collect sensitive information. If required (for example, during recruitment or identity verification), sensitive information will only be collected with your consent or where required or authorised by law.

5. How We Collect Personal Information

We may collect personal information:

- Directly from you (in person, phone, email, website forms)
- When you buy or sell a vehicle
- When applying for finance, insurance or warranties
- Through our website and digital platforms
- From third parties (finance providers, insurers, referees, service providers)
- From public registers or lawful public sources

If you provide personal information about another person, you confirm you have their consent.

6. How We Use Personal Information

We use personal information to:

- Buy, sell and manage vehicles
- Respond to enquiries and manage customer relationships
- Arrange inspections, compliance, finance and insurance
- Communicate with you
- Improve our services and website
- Conduct marketing (with consent)
- Meet legal and regulatory obligations
- Protect our legal rights and interests

7. Disclosure of Personal Information

We may disclose personal information to:

- Finance and insurance providers
- Service providers (IT, marketing, accounting, legal)
- Government authorities and regulators
- Professional advisers

We do not sell or trade personal information.

8. Overseas Storage and Disclosure

Some service providers may store data outside Australia (e.g. cloud services). We take reasonable steps to ensure overseas recipients handle personal information in a manner consistent with Australian privacy laws.

9. Direct Marketing

We may send marketing communications where permitted by law or with your consent. You can opt out at any time by using the unsubscribe option or contacting us.

We do not knowingly market to children.

10. Cookies and Tracking Technologies

We use cookies and similar technologies to operate our website, analyse usage and improve functionality. You can manage cookie preferences via your browser settings.

11. Data Security and Retention

We take reasonable steps to protect personal information through:

- Secure systems and access controls
- Physical security at our premises
- Confidentiality obligations for staff and contractors

Personal information is retained only as long as necessary and securely destroyed or de-identified when no longer required.

12. Access and Correction

You may request access to or correction of your personal information. Requests are handled within a reasonable timeframe, subject to legal exceptions.


13. Complaints


If you believe we have mishandled your personal information, contact us in writing. We aim to resolve complaints within 30 days. You may also contact the **Office of the Australian Information Commissioner (OAIC)**.

14. Contact Us

Privacy Officer

Chidiac Motor Group Pty Ltd

 nadia@chidiacmotorgroup.com.au

 (02) 97470556

 360 Parramatta Road, Burwood NSW 2134

15. Updates

We may update this policy from time to time. The latest version will be published on our website.

Last updated: *January 2026*