

## Privacy Policy

Last updated: November 2025

### 1. Introduction

At Motor Scout Australia (“we”, “us”, “our”), we are committed to protecting the privacy of individuals who visit and use our website [motorscout.com.au](https://motorscout.com.au) (“Website”) and our services. This Privacy Policy explains how we collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Office of the Australian Information Commissioner’s Australian Privacy Principles (APPs). By using our Website and/or providing your personal information to us, you agree to the collection, use and disclosure of your personal information as described in this Policy.

### 2. Who we are & contact details

Motor Scout Australia

Address: Level 2, 38-42 Pearl St, Kingscliff NW 2487

Email: [enquiries@motorscout.com.au](mailto:enquiries@motorscout.com.au)

Phone: 1300 341 751

If you have any questions about this Privacy Policy or wish to make a privacy-related request, please contact us using the above details.

### 3. What kinds of personal information do we collect?

Depending on your interactions with us, we may collect personal information including your full name, date of birth, address, email address, telephone number, financial or vehicle-related information, preferences, browsing data, IP address, and any other information you provide.

### 4. How and why we collect your personal information

We collect personal information directly from you (e.g., quote requests, contact forms), automatically through cookies and analytics, and from third parties such as dealers or partners. We collect this information to provide our car-buying services, manage relationships, improve our website, comply with legal obligations, and for other legitimate business purposes.

### 5. How we hold and secure your personal information

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access. This includes secure servers, encryption, restricted access, and retention/deletion policies. We retain information only as long as necessary to meet legal or business requirements.

### 6. How we use and disclose personal information

We may disclose your personal information internally, to service providers, to participating dealers, or as required by law. We may also share de-identified or aggregated information.

Where data is sent overseas, we take steps to ensure compliance with Australian Privacy Principles.

## **7. Cookies and tracking technologies**

Our Website uses cookies and tracking technologies to collect information about browsing behaviour. You can manage your cookie settings in your browser, though disabling cookies may affect website functionality.

## **8. Direct marketing**

We may send you marketing communications about our services if you have given consent or where permitted by law. You can opt-out anytime by following unsubscribe links or contacting us directly.

## **9. Access and correction of your personal information**

You may request access to, or correction of, your personal information by contacting us. We may need to verify your identity. If we refuse access or correction, we will provide written reasons and explain how to lodge a complaint.

## **10. Complaints**

If you believe we have breached privacy laws, please contact us. We will investigate and respond within a reasonable time. If unsatisfied, you may contact the Office of the Australian Information Commissioner (OAIC).

## **11. Cross-border disclosure**

Where we disclose data overseas (e.g., to cloud or analytics providers), we take reasonable steps to ensure compliance with Australian privacy standards. Potential recipient countries include the United States, United Kingdom, and Singapore.

## **12. Changes to this Privacy Policy**

We may update this Privacy Policy periodically. Updates will be posted on our Website with a revised 'Last updated' date. Continued use of our services indicates acceptance of any changes.

## **13. Your consent**

By using our Website and providing your personal information, you consent to the collection, use and disclosure of your data as described in this Policy.

## **14. Additional matters**

Additional collection notices may apply for specific services, such as dealer quotes or finance arrangements. If applicable, overseas data handling laws may differ from those in Australia.

Motor Scout Australia  
November 2025