

We provide assistance to individuals who have been involved in motor vehicle accidents (who are not at fault) to obtain a like-for-like replacement vehicle while their vehicle is being repaired and to have all vehicle replacement costs invoiced to the at fault party or its insurer. If you wish to use our services or your personal information is provided to us by any person, this Privacy Consent Form applies to you. For further information please refer to [our website](#) and our [Privacy Policy](#).

<p>Who we are & how to contact us</p>	<p>We are Reliance (Aus) Pty Ltd (ABN 55 162 611 994) of Suite 4, Level 5, 3 Thomas Holt Drive, Macquarie Park New South Wales 2113. You can contact us or enquire about this Privacy Consent Form by emailing Mike Muskens, our General Manager, at feedback@reliance.com.au.</p>
<p>How we collect personal information</p>	<p>Where you are a not-at-fault party (i.e an IITR customer, or potential IITR customer)</p> <ul style="list-style-type: none"> • When you provide it to us by email, telephone, letter, or by entering it into the IITR platform; • When one of our referral partners refers you to us; • When your insurer or another individual or entity (such as a motor vehicle witness) provides it to us; • From third party service providers; • By conducting online searches such as Google or social media; • For analytics and technical information, by use of IITR platform; • For locational information, by using the replacement vehicle fitted with a telemetry device <p>If you are an at-fault party</p> <ul style="list-style-type: none"> • When a third party such as a customer, insurer or another individual or entity (such as the not-at-fault-party) provides it to us; • From third party service providers; • By conducting online searches such as Google or social media; • When you provide it to us by email, telephone, or any other means; <p>If you are a witness to a motor vehicle accident</p> <ul style="list-style-type: none"> • When a third party such as a customer, or other individual provides it to us; • When you provide it to us by email, telephone, or any other means; <p>If you are another driver</p> <ul style="list-style-type: none"> • When a third party such as a customer, or other individual provides it to us; • When you provide it to us by email, telephone, or any other means; <p>If you are a partner/subcontractor/service provider etc.</p> <ul style="list-style-type: none"> • When a third party such as a customer, or other individual provides it to us; • When you provide it to us by email, telephone, or any other means; <p>If you are a service provider of an IITR customer or at-fault party (e.g. panel beaters, mechanics, insurers)</p> <ul style="list-style-type: none"> • When a third party such as a customer, or other individual provides it to us; • When you provide it to us by email, telephone, or any other means; <p>If you are a user of the IITR platform (www.imintheright.com.au)</p> <ul style="list-style-type: none"> • When you enter personal information into the IITR platform; • By use of the IITR platform
<p>Types of personal information, how we collect personal information and the purpose for collecting personal information</p>	<p>Please see our Privacy Policy for the types of personal information that we may collect about you.</p>
<p>If you do not provide personal information to us</p>	<p>You are not required to identify yourself when you are browsing our website. However, due to the nature of our services, you cannot opt to use a pseudonym or not identify yourself when contacting us or using our services.</p>
<p>The purposes for which the information is collected</p>	<p>We may use and disclose your personal information to third parties as follows:</p> <ol style="list-style-type: none"> (a) to call centres, software developers, payment gateway providers, infrastructure support providers, insurers, finance brokers, dealerships, motor vehicle assessors, panel beaters, mechanics, repairers, salvage yards and auctioneers, law firms, third party drivers, owners, witnesses and other parties involved in motor vehicle accidents, motor vehicle fleet companies and cross hire partner companies who we need to contact in order to provide our Services and in accordance with our contractual rights; (b) our personnel, contractors (such as hosting, lead generation, call centres, software developer, lead generation companies such as Stamp Media Ltd (UK Company Number SC661429), infrastructure support, referral and professional service providers), insurers, finance brokers, dealerships, motor

vehicle assessors, panel beaters, mechanic and repairers, salvage yards and auctioneers, third party drivers, owners, witnesses and other involved parties in motor vehicle accidents, motor vehicle fleet companies, governmental authorities and regulators and/or cross hire partner companies for us to provide you with the IITR platform and our services, when we engage third parties to make marketing calls or conduct customer satisfaction activities on our behalf and for our legal, accounting or financial advisors, insurers and debt collectors to operate our business;

- (c) to reputable hosting providers and backup hosting providers who host databases that we use to provide our Services;
- (d) our employees, officers, agents and/or suppliers. We ensure that all such personnel and suppliers that we engage are aware of their information security responsibilities and have entered into agreements requiring them to comply with privacy and confidentiality obligations that apply to personal information that we provide to them;
- (e) to lead generation companies or marketing companies who carry out direct marketing phone calls and send emails on our behalf to generate business for us. All individuals will be given the opportunity to 'opt out' of any direct marketing calls or emails;
- (f) when providing information to our legal, accounting or financial advisors/representatives or insurers, or to our debt collectors for debt collection purposes or when we need to obtain their advice, or where we require their representation in relation to a legal dispute;
- (g) where we license or sell personal information to any third parties;
- (h) where IITR undergoes a merger, corporate restructure or acquisition;
- (i) where a person provides written consent to the disclosure of their personal information;
- (j) where it is brought to our attention that specific personal information needs to be disclosed to protect the safety or vital interests of any person;
- (k) to governmental authorities, bodies and/or regulators for the enforcement of a law imposing a pecuniary penalty and/or to avoid prejudice to the maintenance of the law by any public sector agency, including the prevention, detection, investigation, prosecution, and punishment of offences;
- (l) to any court or tribunal for the conduct of proceedings (being proceedings that have been commenced or are reasonably in contemplation); and/or
- (m) where otherwise required by law.

Do we sell personal information?

Yes, we may also sell personal information in relation to an actual or potential, sale, merger or acquisition of our business, assets or shares.

We may also sell your personal information to any other third parties as determined by us.

By signing this Privacy Consent Form, you consent to us selling your personal information.

Accessing and correcting your personal information

Our [Privacy Policy](#) contains information about how you may access the personal information that we hold about you and seek the correction of such information (where necessary).

Automated decision making

We do not use automated decision making in relation to your personal information during our supply of the IITR platform and our services (although we use bots on our software platform that includes certain decision-making logic).

Complaints

Our [Privacy Policy](#) sets out our privacy complaints process and how you may lodge a complaint about a breach of privacy law.

Disclosure of personal information (including overseas recipients)

We may disclose your personal information to our contractors, service providers, and cross-hire partners who assist us with the supply and provision of the IITR platform to you, and to assist us with the operation of our business generally, where we consider it necessary for them to provide that assistance. We use subcontractors located in New Zealand to manage the IITR services that we provide to New Zealand customers. We presently engage software developers in Australia and host personal information in Amazon Web Services' Sydney Data Centre (with a backup data centre in Singapore). In addition, we engage personnel to assist us with sales, marketing and technical support in various states and territories of Australia in which we provide and market our services, and the IITR platform and in offshore jurisdictions such as the United Kingdom and Philippines where our contractors and service providers are located. For more information, please see our [Privacy Policy](#).

Consent

Consenting is not mandatory, but if you do not consent to our collection of your personal information, you may not become an IITR customer. You may also withdraw your consent at any time by contacting IITR at **feedback@imintheright.com.au**.

I hereby confirm that:

- I understand that IITR may communicate to me using SMS, email and/or the IITR platform and I consent to receiving such communications.
- I have read and understood and freely consent to IITR's collection, sale, use, disclosure and processing of my personal information in accordance with the provisions of this Privacy Consent Form, the IITR [Privacy Policy](#) (and, if I am an IITR customer, the IITR Hire and Recovery Agreement at <https://imintheright.com.au/hire-recovery-agreement/> and <https://imintheright.com.au/truck-hire-recovery-agreement/>).
- I would like to receive marketing material from IITR.