

WA Digger Hire - Privacy Policy

1. Overview

WA Digger Hire ("we", "us", or "our") is committed to protecting your privacy and ensuring that your personal information is handled responsibly and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, use, store, and disclose your personal information when you interact with us online, over the phone, or in person.

2. What Information We Collect

We may collect the following types of personal information:

- Full name
- Business name (if applicable)
- Contact details (address, phone number, email)
- Identification (e.g., driver's licence number)
- Payment details (credit card or bank information)
- Equipment hire details
- Digital signatures and booking acceptance
- Device and usage data (from our website or mobile applications)
- Risk assessment or rating data from our Customer Screening & Review Network

We may also collect other personal information as reasonably required for the hire process or service delivery.

3. How We Collect Information

We collect information through:

- Our website forms and booking system
- Telephone, SMS, and email communications
- In-person interactions
- Cookies and analytics tools (e.g., Google Analytics)
- Our Customer Screening & Review Network

4. Why We Collect Your Information

We collect, hold, and use your information to:

- Facilitate equipment hire and delivery
- Verify identity and reduce fraudulent activity
- Provide customer support
- Assess hire risk and review history through industry partnerships
- Issue invoices and process payments
- Meet legal and insurance obligations
- Improve our website, services, and customer experience
- Send updates, alerts, and marketing (only with your consent)

5. Customer Screening & Review Network

We participate in a secure, industry-only Customer Screening & Review Network to help reduce risk and protect assets.

When you request to hire from us:

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- We may collect your name, phone number, business name, and email.
- These details are securely used to generate a risk rating (e.g., star score and feedback summary) based on prior interactions from other trusted hire businesses.
- Only anonymized rating results are returned - no private or identifying data is ever shared.

You have the right to request access to your rating and dispute or correct any inaccuracies.

6. Disclosure of Your Information

We do not sell or rent your personal information.

We may disclose your personal data to:

- Insurers and legal advisers
- Government authorities (as required by law)
- Payment processors
- Trusted service providers who assist us in operating our business (under strict confidentiality)
- Other hire businesses in our screening network (only anonymized risk data is shared)

7. Data Storage & Security

We store your data securely using modern encryption and access controls to prevent unauthorised access, loss, or misuse. Data is stored within Australia or via secure cloud platforms that meet Australian data protection standards.

8. Access & Correction

You have the right to:

- Access your personal information
- Request corrections if information is inaccurate, out-of-date, or incomplete

To make a request, please contact us using the details below.

9. Website & Cookies

Our website may use cookies to:

- Monitor traffic and performance
- Enable user logins or preferences
- Deliver a better experience

By using our site, you consent to the use of cookies.

10. Marketing Communications

You may receive occasional updates or promotions. You can opt out at any time by following the unsubscribe link in our emails or contacting us directly.

11. Contact Us

For questions, access requests, complaints, or to update your information, contact:

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WA Digger Hire
admin@wadiggerhire.com.au
0400 315 757
www.wadiggerhire.com.au

12. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.