



RAC Go Privacy Policy

About this Privacy Policy

Your privacy and the privacy of your personal information are very important to us. This policy outlines how we collect, use and disclose your personal information through the RAC Go App (**App**).

The Royal Automobile Club of Western Australia Inc (ABN 33 212 133 120) and its related and subsidiary companies, including companies such as RAC Insurance Pty Ltd, and businesses not using RAC as their primary brand, collect and handle your personal information in accordance with the Australian Privacy Principles (**APPs**), under the Privacy Act 1988 (Cth) (**Privacy Act**).

For the purposes of this policy, the term “RAC”, “we” or “us” means either The Royal Automobile Club of Western Australia Inc and its related and subsidiary companies, or any one of those entities, as the case may be, unless otherwise noted.

By providing your personal information to us, you agree to our collection, use, and disclosure of your personal information for the purpose of the App in accordance with this privacy policy.

If you do have any questions or concerns about privacy, please write to us at racgo@rac.com.au.

What is personal information?

In this privacy policy, **personal information** means any information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not. It does not include information that is de-identified.

Personal information collected by the RAC Go App

We collect personal information about your activity in the RAC Go App (**App**), which we use to provide you with the services, including features which are meant to personalise your experience and for our product and service research and development.

The personal information we collect about your activity in the App is based on the features you enable on the App, including by completing the optional fields when you access the settings of the feature. The personal information we collect may include:

- **Location:** Real-time location data based on information provided by your device operating system ('OS') to detect travel and route information, including current and most recent location.
- **Motion & Fitness:** Your accelerometer data and gyroscope data to detect motion in your vehicle. Depending on your device make and type and your permissions this may also include activity information, step detection and step count.
- **Interactions:** Your interactions with the app and its content, such as type of device, type of OS, type of mobile browser, information on your use of the Application.
- **Other contextual information:** Such as your name, age bracket, email address, profile picture (if you choose to upload it), vehicle registration or RAC Membership number.

How we collect your personal information

We may collect personal information from or about you in different ways including: from you directly when you interact with us, e.g. when you create an account on the App and use the App; and through third parties with whom we interact with in order to provide our service through the App. RAC also obtains personal information through the use of website analytics tools, on where, when and how you use our products and services and to authenticate your access to products and services from us and our service providers and agents. If you wish to know more general details about the personal information that we collect, please write to us at racgo@rac.com.au.

What if you choose not to provide us with personal information?

Where practical we will give you the option of not identifying yourself, or using a pseudonym, when dealing with us. However, the nature of the App may mean that, if you do not provide us with the personal information we need, we will be unable to provide you with services through the App.

Purposes for which we collect, use and disclose personal information

We collect your personal information for the following purposes:

- to provide our services through the App;
- to offer or promote our products and services;
- to obtain feedback about the App;
- to help us manage, develop, and enhance our App services; and
- to comply with our legal obligations, resolved any disputes and enforce our agreements and rights with third parties.

How we use and disclose your personal information?

We use your personal information in the course of administering and managing the App services, including sharing location information between App group members, contextual information when making an emergency service or towing call, for marketing and promotional purposes and dealing with any complaints or claims.

We may need to disclose some of your personal information to other people or organisations who assist us to provide you with services through the App. This may include entities within the RAC or third-party agents, contractors, or organisations, or may include other App users within the specified group location feature.

Security and storage

We store your personal information electronically. We take all reasonable and appropriate steps (including organisational and technological measures) to prevent unauthorised access to your personal information, and to protect the security of your personal information from misuse, interference, and loss, as well as unauthorised access, modification, or disclosure.

No data transmission over the internet can be guaranteed as fully secure and therefore we cannot guarantee or warrant the security of any information you provide to us. You submit information at your own risk. The organisations that we may disclose your personal information to are subject to and are bound by appropriate contractual safeguards governing how they use your personal information. Also, within the RAC and our third-party suppliers, we share information to help us provide you with more efficient service and to keep you informed about RAC and other non-branded products and services. Please contact us if at any time if you have any questions or concerns around this.

Direct Marketing

We may use your personal information to identify a product or service that you may be interested in. We may, with your consent, use the personal information we have collected about you to contact you from time to time, whether by telephone, email, SMS, in order to tell you about RAC and other non-branded products and services.

The type of personal information we use or disclose will depend on the product or services being offered but will usually be limited to your name and contact details. We do not sell, trade, lease or rent any personal information we obtain without your prior express consent. Your personal information may be passed to other entities (including third party entities) for promotional purposes, including direct marketing. Those entities may use the personal information we provide to them to market to you, including by sending you information or contacting you (by telephone, post or electronically) about RAC, RAC branded third party products or services or non-branded products and services. These entities may be associated with Us, operate under the RAC's Brand or be third party agents, contractors, or organisations.

You may choose to opt out of our marketing activities at any time by advising us via the unsubscribe function or other contact information provided in any marketing you receive. Alternatively, you may advise us by writing to us at racgo@rac.com.au.

Transferring your information overseas

Sometimes our third-party agents, contractors or organisations are based overseas, or otherwise have data storage facilities overseas where your personal information will be stored, such as in Ireland. We may transfer information about you between countries if required for a relevant purpose described above.

We will take reasonable steps to ensure all overseas entities to whom we transfer your personal information do not breach the Privacy Act and APPs, including ensuring reasonable and appropriate steps and security measures are taken by those entities to prevent unauthorised access to your personal information, and to protect the security of your personal information from misuse, interference, and loss, as well as unauthorised access, modification, or disclosure.

Can you get access to view and correct your personal information?

We will endeavour to ensure that the personal information collected from you is up to date, accurate and complete.

You have the right to know all the personal information we hold about you. You can also request that we correct any personal information we hold about you. You can request access to view and/or correct this information by writing to us at racgo@rac.com.au.

In certain circumstances, we may refuse you access to your personal information and if this occurs, we will write to you to explain our reasons.

Some examples of when you might be denied access are if:

- access will pose a threat to the life or health of someone;
- access would have an unreasonable impact on another person's privacy;
- information relates to anticipated or existing legal proceedings; or
- giving access would be unlawful.

How will we handle your request for information?

We will respond to your request as quickly as possible and we will provide you with a written, verified copy of your personal information that we hold. Depending on the nature of your request and the accessibility of the information (for example, information may be archived), we will aim to respond within ten working days, but may be able to respond sooner than this. If it will take us longer than this to access your personal information, then we will inform you of the delay and the reason for the delay.

Contacting us with questions or complaints

If you are concerned with RAC's use of your personal information or any aspects of this Privacy Policy, please contact us and we will endeavour to resolve your enquiry by following our internal complaint resolution process. You can contact us by writing to us at racgo@rac.com.au.

We will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

If the matter cannot be resolved to your satisfaction, it will be referred to the relevant Manager, who will contact you within five working days.

If the complaint is still unresolved, it will be referred to the General Manager, who will advise you of our final decision within fifteen days of the date you first made the complaint.

What if your complaint remains unresolved?

If you are not satisfied with the response, you may complain to the Office of the Australian Information Commissioner at:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Phone toll free: 1300 363 992

TTY: 133 677 then ask for 1300 363 992

Email: enquiries@oaic.gov.au

Changes to this Privacy Policy

We will review this policy from time to time to make sure it's up to date. If we make changes, we'll post the latest version here.

This Policy was last updated on: June 2024