

# PRIVACY POLICY

We are Camptoo Australia Pty LTD ("Camptoo". We respect your privacy and private life, but sometimes we need your personal data. In this privacy policy we explain which data we use and how we save, protect and process this data. This privacy policy applies to our Website [www.camptoo.com.au](http://www.camptoo.com.au) "Website(s)), our online application (the "App") and the services that we offer (the "Services"). We comply with the General Data Protection Regulation and, when implemented, with the relevant provisions under Australian law (the "Relevant Legislation").

## **Are you under the age of sixteen?**

If you are younger than sixteen years old, you cannot use our Website, App and Services without the permission of your parents or legal guardian.

## **Personal data**

To offer our Website, App and Services we process personal data. "Personal data" means any information relating to an identified or identifiable natural person. This definition used in our Privacy Policy is not identical to the definition of Personal Data as stipulated in the Relevant Legislation for reasons of readability.

## **Your permission**

We can store your data at various moments, for example when you visit our Website, create an account via our Website or App, use our Services or when you contact us. We are allowed to process your data because we ask your permission via this privacy policy. In addition, we need your data to carry out the agreement between you and us. If you choose not to share your data, then we cannot deliver our services We will not process your data without your consent, unless we are legally obliged to do so.

## **What data do we collect and how do we use your data?**

To use our Website, App and Services, we need the following data:

- Your name
- Your age
- Your date of birth
- Your gender
- Your address
- Your residence
- Your phone number
- Your e-mail address
- Your IP-address
- A picture that is clearly identifiable
- Your payment details
- Your driver's license number

We can also store the following non-personal data if you use our Website or App:

- The type of your browser
- The operating system that you use
- The internet service provider
- Your travel destination
- Your travel motivation
- The amount of travelers
- The travel dates
- Your vehicle information
- Your nationality
- Your profile description
- Your sent and received messages

## **Login**

We save the following data to your account: usernames and encrypted passwords. This way, you don't need to provide us with your data again. We also save - for your own convenience - the data of former orders.

## **Social media**

It is possible that the provider of social media sends us information (according to their policy), if you use social media functions on our Website. That can be your name, profile picture, gender, friends list and other information that you provided. If you don't want the social media provider to send us the information, you can change the privacy settings on your social-media account.

If you like an item, that item will appear on your social media-account when you are logged in to your account. If you are on a webpage that uses social media add-ins, your browser sends certain information to the provider of your social-media account. We do not control this data sharing.

## **Market research**

We may ask you to participate in market research. We shall use your data for the market research. We use that statistic data anonymously for Camptoo. You can close the question list at any moment. We do not share your answers with others or make them publicly available. In addition, your answers are not connected to your email address.

## **Contests**

If you participate to a campaign or contest, we ask the following data: Name, phone number and email address. This way, we can carry out the campaign and announce prize-winners. We also measure the responses to our advertising.

## **Newsletter**

Camptoo offers newsletters. That way, you are fully informed of (discount)offers and other news. We use an double opt-in system to be sure of your permission. This means that you verify your permission for any new confirmation. We ask you for this verification via an email that we send to the address you gave us. Every time we send you a newsletter you have the possibility to unsubscribe from the newsletter.

## **Device**

Some caravans and campers are equipped with a device. If that is the case, it is clearly indicated on the Website. With the device data can be collected about the location, speed, g-force, battery status and, in some cases, the engine management system of the caravan or camper. These (personal) data are processed by Camptoo to:

- Offer, if you wish, personalized services to enhance your holiday experience;
- To support, if you wish, you during your holiday and in the use of the caravan or camper;
- To be able to prevent mechanical failure and to be able to provide you with good service in the unlikely event that something happens;
- Provide the lessor with insight into the status of the caravan or motorhome;
- Reduce theft and damage and thus keep the insurance costs low.

The (personal) data collected by Camptoo are processed in accordance with the Personal Data Protection Act. The personal data mentioned above will only be shared with:

- The lessor of the caravan or camper, and
- One or more Camptoo, for the purposes mentioned in this Privacy Policy, engaged processor (s), with which processor (s) Camptoo has concluded an agreement that the processor (s) offers / offers sufficient guarantees with regard to technical and organizational security measures with regard to the processing to be carried out.

## **Orders**

For your order we need your name, e-mail address, address(es) and payment details. We will

register, save and process your details to process your order efficiently and correctly. If necessary, we will also use that data for a subsequent guarantee. While processing your order we provide relevant personal data to parties as mentioned under the section 'Processors'.

### **Credibility check**

To finish the order we may use external agencies to check your credibility. For this credit check we will provide the following essential data (including address details) to the parties mentioned under 'Processors' to carry out a credibility check. We will only use your personal data for the purposes listed above or any other purpose that is connected thereto.

### **Automatic decision-making**

Based on your data we can make decisions automatically, for example whether or not you are eligible to book a holiday. We make these decisions based on the feedback of one or multiple feedback of our partners. Such a decision may have the consequence that you cannot book a holiday. It is important that we make such decisions because otherwise we won't be able to deliver our service.

### **Security**

We work hard to protect your personal data from unauthorized or unlawful access, alteration, disclosure, use or destruction. That way, unauthorized persons do not have access to your data. We take the following measures to protect your personal data:

- Encryption of digital files that contain personal data
- Secure network connections with Secure Socket Layer (SSL) technology or a technology that is similar to SSL
- The access to the data is limited to the persons that need the data
- NDA's for employees
- Back-ups of the data

### **How long do we store your data?**

We shall store your personal data for as long as necessary to fulfil the purposes listed above.

### **Processors**

We may share your personal data with others. In a data processing agreement, we shall agree with those parties that they shall use your data carefully and they shall only receive the data that is relevant for their services. These parties use your data in accordance with our instructions and not for their own purposes. Below more on this:

<b>Category of processor</b>	<b>Reason for sharing data</b>
Third parties you actively link to your Camptoo account	When you explicitly link your account to third-party suppliers such as social media, insurance companies or camping platforms, this entitles Camptoo to share your user data for these purposes.
Third parties you use for signing in/logging in	When you use a signup service, f.i. Facebook login, this party may gain access to specific user data you share.
Service providers and similar	Camptoo uses technical service providers to process, host and store the content and data we gather, as well as to help users communicate with each other and Camptoo. We use marketing and advertising partners to show you more content that matches your interests and to gain insight into your use of our service so we can improve our service. We can share personal data with such partners to send you promotional material about Camptoo. We use serviceproviders from

	the fin tech sector to enable you to process payments. We use service providers from the automotive and insurance industries to offer you insurance products to compliment your Camptoo use, or provide insight about the vehicles listed on our Website.
Links	You may find advertising or other content on our Website and in our App that link to other websites. We do not control the content on these websites and are not responsible for the content or the privacy protection of these websites. We advise you to read the privacy policies of those websites.
Cookies	<p>Cookies are little (text)files which are stored on your computer. Your web browser stores these cookies when you visit our Website. These cookies will be retrieved when you visit our Website again. This allows our Website to recognise you as a previous visitor. We may use cookies to improve your user experience on our Website. Cookies are essential for the operation of our Website, make sure that you can visit our Website safely and track bugs and errors at our Website.</p> <p>By storing cookies we make sure that:</p> <ul style="list-style-type: none"> <li>• your items are kept in the shopping cart</li> <li>• you are logged in and be able to shop without hindrance</li> <li>• you shop safely at Camptoo</li> <li>• you are able to read and write reviews</li> <li>• the Website works efficiently</li> <li>• we are able to track bugs, errors and abuse on our Website</li> <li>• we can test improvements</li> <li>• we can advise you based on your former views and/or purchases</li> <li>• you can share items via social media such as Facebook and Google</li> <li>• you receive complete local information</li> </ul> <p>You can change your cookie settings in your browser, if you don't want cookies to be sent to your device. We will not save cookies if you visit our Website. Please note that some Website features or services of our Website may not function properly without cookies.</p>

### **Transfer**

We will only process your data within the European Union. We will only process your data outside of the European Union if the country has an effective protection level for your data. We will never transfer your data to other countries or other parties then described above.

### **Modifications to this privacy policy**

We may update our privacy policy from time to time. When we change this privacy policy in a significant way, we will post a notification on our Website and our App along with the updated privacy policy. We also inform users that are registered with an email address in case of any significant moderation. If you are not registered as user we advise you to visit the Website and this policy regularly.

### **Your rights**

The data we collect is personal. Therefore, you have the following rights:

- You may request access to the personal data we process about you;
- You may request us to correct, update, shield or delete your personal information in our records. In the event of fraud, non-payment, or other wrongful act, we can keep some data in a register on a black list;
- You may request a copy of the personal data we have processed about you. We can - at your request - send this copy to another party, so you don't have to send the data yourself;
- You may file a complaint against processing your data;

- You may file a complaint to the Australian Information Commissioner and Privacy Commissioner, Angelene Falk at [oaic.gov.au](http://oaic.gov.au), if you are under the impression that we process your data unlawfully;
- You may always withdraw your consent to process your data. We cannot process your data from the moment you withdraw your consent. Should you have further questions regarding this privacy policy, please contact us via the information below.

**Contact information**

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Registered at ASIC under number: 615301187.

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