



## Dream Rides Pty Ltd – Privacy Policy

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Dream Rides Pty Ltd ACN 637 369 996  
**(Dream Rides)**



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## 1. Definitions

In this Agreement, unless the context otherwise requires:

Term	Definition
<b>App Services</b>	means the services referred to in clause 4 of the Terms and Conditions.
<b>Business Day</b>	Monday to Friday except a gazetted public holiday in Brisbane, Queensland.
<b>Dream Rides App</b>	means the software application and/or website used for the purpose of receiving bookings for the Transportation Services and the Other Services.
<b>Driver</b>	means the independent third party engaged to perform the Transportation Services or Other Services as requested by the Passenger.
<b>Other Services</b>	means services (other than Transportation Services) that the Driver may provide to a Passenger procured through the use of the Dream Rides App (for example photographs of the Driver's motor vehicle).
<b>Passenger</b>	means a person on a particular transaction, who makes a Reservation using the Dream Rides App for the Driver to: <ul style="list-style-type: none"><li>(a) perform the Transportation Services; or</li><li>(b) provide the Other Services.</li></ul>
<b>Passenger Account</b>	means the individual account created by a Passenger to use the App Services to make a Reservation as defined in the Terms.
<b>Terms</b>	means Dream Rides' Terms and Conditions of use.
<b>Transportation Services</b>	means the transportation of a passenger(s) by an Authorised Driver in a motor vehicle of no more than 12 seating positions, including the driver's position, which is booked by the passenger(s) using the Dream Rides App.

## 2. Introduction and purpose

- 2.1. Dream Rides recognises the need to protect the personal information to ensure its practices comply with the necessary requirements of the *Privacy Act 1998* (Cth) and the Australian Privacy Principles (APPs).



2.2. This Policy outlines the types of personal information Dream Rides collects, uses, keeps secure and discloses personal information.

### **3. Legislative Provisions**

3.1. The relevant legislative provisions to which this Policy applies are:

- (a) *Privacy Act 1988* (Cth) (**Privacy Act**);
- (b) *Privacy Regulations 2013* (Cth);

3.2. Further principles have been adopted from:

- (a) Australian Privacy Principles; and
- (b) the Office of the Australian Information Commissioner.

### **4. What is personal information?**

- 4.1. Under the Privacy Act, personal information generally means information or an opinion about an identified person or a person who is reasonably identifiable. Examples of personal information include your name, address and contact details.
- 4.2. Sensitive information is a subcategory of personal information and includes information or an opinion on things such as your race or ethnic origin, philosophical beliefs, opinions, religious beliefs or affiliations, health information, genetic information or biometric information.
- 4.3. Dream Rides does not usually collect sensitive information. If sensitive information is collected, it will not be used to send direct marketing communications without your consent.

### **5. Information collected and used by Dream Rides**

5.1. Dream Rides collects personal information necessary to facilitate the provision its booking services.

5.2. The types of personal information Dream Rides commonly collects includes:

- (a) Your name, gender and date of birth;
- (b) Your contact details such as address, phone number and email address;
- (c) Your financial information;

5.3. In addition, Dream Rides collects:

- (a) For Drivers – personal information necessary to ensure the Driver's comply with the relevant state or territory government requirements to perform the Transportation Services and/or Other Services, including but not limited to details about your motor vehicle, driver's licence details and your tax file number (if applicable);
- (b) For Passengers – your opinions about services associated with Dream Rides.



## **6. Methods of collecting your personal information**

- 6.1. Where possible, Dream Rides will collect personal information directly from you. This can be from your communication with us on the Dream Rides App, or information provided by email or phone call to us.
- 6.2. If you use the Dream Rides App, Dream Rides may collect personal information using cookies through the Dream Rides App. This enables us to track the effectiveness of our website. A cookie can identify your computer, but not you personally. You can usually disable cookies on your web browser or choose whether to accept it or not. For example, Dream Rides may use cookies for purposes such as:
  - (a) Authenticating your login to the Dream Rides App; and
  - (b) Saving specific session data such as a car in the booking process during that session.
- 6.3. Dream Rides may also allow third parties to provide audience measurement and analytics for Dream Rides to track the performance of marketing strategies used by Dream Rides. These third parties may use technologies including but not limited to cookies, web beacons and SDKs to identify devices used by visitors to the Dream Rides App and other sites which Dream Rides advertise on from time to time. Where Dream Rides collects details about you from third parties, we will, whenever possible (unless we are exempt) make you aware that we have done this and why. We will also endeavour to ensure your consent was provided.
- 6.4. If a Passenger or Driver is provided personal information about someone else, the Passenger or Driver who obtains such personal information must ensure they are entitled to disclose that information to Dream Rides without the need for Dream Rides to take any additional steps in respect to how Dream Rides uses and discloses that information. Passenger's and Driver's must also ensure the individual concerned is aware of the details of this policy and has given their consent.
- 6.5. You can decline or choose what information to provide to us. However, without your personal information, we may not be able to provide services to you.

## **7. Using and disclosing personal information**

- 7.1. Dream Rides uses and discloses your personal information for the purpose for which it was collected, or as consented to below:
  - (a) to verify your identity;
  - (b) to provide services and features, including the maintenance and improvements to Dream Rides' products;
  - (c) To provide safety and security for:
    - (i) the screening of Drivers and Passengers;
    - (ii) ensuring Passengers and Drivers do not partake in unsafe behaviour; and
    - (iii) to ensure compliance with Dream Rides' Terms;
  - (d) To permit Passenger and Driver support regarding complaints;
  - (e) For marketing activities;



- (f) For non-marketing activities, including but not limited to Passenger updates regarding any changes to the Dream Rides App; and
- (g) Any other matter reasonably necessary to facilitate the primary purposes.

## **8. Disclosure of personal information to overseas recipients**

- 8.1. Dream Rides does not generally do not disclose personal information to overseas recipients.
- 8.2. In the unlikely event that Dream Rides needs to disclose personal information to overseas recipients we will take reasonable steps to ensure that overseas recipients use and disclose personal information in a manner consistent with this Privacy Policy and the Privacy Act.

## **9. Security and storage of your personal information**

- 9.1. The security of your personal information is important to us and we take reasonable steps to ensure that your information is stored securely including:
  - (a) Ensuring the personal information collected and used is accurate and up to date;
  - (b) Taking reasonable steps to protect your personal information from unauthorised access, use or disclosure (by implementing both physical protection and electronic security measures);
  - (c) Processing online payments through a third party provider;
  - (d) Destroying or de-identifying personal information if it is no longer required;

## **10. Privacy settings & access to your personal information**

- 10.1. Dream Rides acknowledges it will take all reasonable steps to ensure the personal information of Passengers and Drivers it holds is accurate, complete, current, relevant and not misleading.
- 10.2. If you are aware of any errors, inaccuracies or changes to your personal information please contact Dream Rides so any errors can be rectified.
- 10.3. Alternatively, you can review and updates your some of persona information via your login on the Dream Rides App. if for any reason, you require access to your personal information, please contact Dream Rides.
- 10.4. Dream Rides will endeavour to respond to any request for access to or correction of your personal information within a reasonable time after the request is made.

## **11. Complaints**

- 11.1. If you have a complaint about a breach of the Privacy Act relating to your personal information, please contact Dream Rides immediately.
- 11.2. Dream Rides will endeavour to satisfy any queries you have or resolve any minor complaints within five (5) Business Days. For more serious or complex complaints which involve further investigations, Dream Rides will advise the complainant of the process and expected timeframe for a resolution.



11.3. If you are unhappy with a response you receive from Dream Rides, you may direct your complaint directly to the Office of the Australian Information Commissioner.

## **12. Dream Rides contact details**

12.1. You can contact Dream Rides in the following ways:

- (a) By mail to: PO Box 46 Noosa Heads QLD 4567
- (b) By phone to: 0414962035
- (c) By email at: [info@dreamrides.com.au](mailto:info@dreamrides.com.au)
- (d) Nominated Privacy Officer: Caroline Richardson

## **13. Updates**

13.1. Dream Rides may update this policy without notice. Any changes will be reflected on the Dream Rides App.

13.2. This policy was last updated April 2020.