

Privacy Policy

Lorne Breakdown and Towing Service (Victoria)

1. Introduction

Geelong Accident Towing (“we”, “our”, “us”) is committed to protecting your privacy and handling personal information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and relevant Victorian accident towing laws and regulations.

As a licensed accident towing operator in Victoria, we also comply with requirements set by Transport Victoria and applicable provisions under the Accident Towing Services Act 2007.

This policy explains how we collect, use, disclose, and manage personal information in connection with our towing and storage services.

2. Types of Personal Information We Collect

In the course of providing accident towing services, we may collect:

- Full name and contact details (phone, email, address)
- Driver’s licence details (where required)
- Vehicle information (registration, VIN, make/model)
- Accident details (location, time, circumstances)
- Insurance details (insurer, claim number if available)
- Authority to Tow documentation and signatures
- Photographs or videos of vehicles and accident scenes
- Payment and billing information
- Storage and vehicle release records

We may also collect limited technical data from our website (e.g., cookies, IP address, browser type).

3. Authority to Tow and Regulatory Requirements

Under Victorian law, an Authority to Tow form must be completed before an accident tow is undertaken (unless an exemption applies).

As part of this process, we are required to collect, verify, and retain personal information to:

- Confirm your identity and authority to request a tow

- Record consent for towing and storage
- Provide documentation to regulators if required
- Comply with audit and record-keeping obligations

Failure to provide the required information may prevent us from lawfully providing accident towing services.

4. How We Collect Personal Information

We collect information directly and indirectly through:

- Authority to Tow forms (paper or electronic)
- Telephone calls (including emergency call-outs)
- On-site interactions at accident scenes
- Website enquiries and online forms
- Insurance companies and roadside assistance providers
- Law enforcement and emergency services (e.g., Victoria Police)
- Vehicle owners, drivers, or authorised representatives

5. Purpose of Collection and Use

We collect and use your personal information to:

- Provide accident towing, salvage, and storage services
- Comply with the Geelong allocation zone towing regulations in Victoria
- Coordinate with insurers, repairers, and authorities
- Facilitate vehicle recovery and release
- Process payments and issue invoices
- Maintain legally required records and logs
- Respond to disputes, complaints, or investigations
- Improve our services and customer experience

6. Disclosure of Personal Information

We may disclose your personal information where necessary to:

- Insurance companies and assessors
- Licensed repairers and storage providers

- Government regulators, including Transport Victoria
- Law enforcement agencies such as Victoria Police
- Courts or dispute resolution bodies
- Payment processors and IT service providers

We only disclose information when required for service delivery or by law. We do not sell personal information.

7. Storage, Retention and Record-Keeping

As a regulated accident towing operator, we are required to retain certain records (including Authority to Tow documentation and job records) for statutory periods.

We take reasonable steps to:

- Store records securely (physically and electronically)
- Restrict access to authorised personnel only
- Protect data from misuse, interference, and unauthorised access

Information is retained only as long as required by law or for legitimate business purposes.

8. Accident Scene Data (Photos & Video)

We may collect photographs or video footage at accident scenes for:

- Evidence and documentation
- Insurance and claims processing
- Compliance with regulatory obligations
- Protection against disputes

Where possible, we limit collection to what is reasonably necessary.

9. Website, Cookies and Analytics

Our website may use cookies and analytics tools to:

- Improve website performance
- Understand user behaviour
- Enhance user experience

You can manage cookies through your browser settings.

10. Access and Correction

You have the right to:

- Request access to personal information we hold about you
- Request corrections if information is inaccurate, incomplete, or outdated

Requests can be made using the contact details below.

11. Complaints and Disputes

If you have a complaint about how your personal information has been handled, please contact us first.

If the issue relates to accident towing conduct or compliance, you may also contact Transport Victoria.

If you are not satisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or operational practices. Updates will be published on our website.

13. Contact Us

Lorne Breakdown & Towing Service

Email: info@gatarc.com.au

Phone: 0408 579 868

Address: 2 Beaurepaire Drive Lorne Vic 3232