

Motorworld Group — Privacy Policy

Version 4.0 — Draft [August 2026] Replaces Version 3.0

1. Our commitment to privacy

Motorworld Group ("Motorworld", "we", "us", "our") is committed to complying with our obligations under the Privacy Act 2020. We understand our customers' concerns about the security of personal information and are committed to protecting the personal information we hold.

We collect and hold information necessary to provide our products and services, meet our customers' needs, and comply with our legal obligations. This Policy explains what personal information we collect, how we use and disclose it, how we keep it secure, and your rights regarding that information.

2. What information we collect

The personal information we collect depends on how you interact with us. It is likely to include, but is not limited to:

- Your name, address, phone number, and email address
- Driver's licence details
- Date of birth
- Vehicle details (VIN, colour, features, make and model, place and date of registration, registration number, engine size, transmission type)
- Correspondence you have with us
- Financial and credit information shared with us by finance and credit providers
- Information about your purchase history and vehicle service records

3. How we use and disclose your information

We collect and use personal information to:

- Provide our products and services and administer your vehicle purchase, warranty, roadside assistance, and servicing
- Process warranty claims (personal information is shared with our Franchises so warranty claims can be properly administered — withdrawing consent will affect our ability to process a claim)
- Contact you in the event of a safety-related product recall
- Conduct customer and product satisfaction surveys (you may opt out at any time by contacting us — see section 9)
- Send direct marketing (you may unsubscribe at any time via the link in any marketing message)
- Meet our legal and regulatory obligations, including to government bodies such as NZ Transport Agency Waka Kotahi

We may disclose your information to associated companies, our Franchises, and other service providers who assist us (such as IT providers, mailing houses, and roadside assistance contractors). These parties are only permitted to use your information for the purpose it was provided.

Event Data Recorders

Modern vehicles may store information via on-board Event Data Recorders (EDR) relating to vehicle performance and, in certain collision events, crash-related data. This information may be used to improve customer and driver safety and understand what happens to vehicles in a collision, and may be provided to Police on request.

4. Motor Vehicle Register (MVR) information — Section 241 Land Transport Act 1998

Motorworld Group is authorised to access limited information from the Motor Vehicle Register (MVR), maintained by Waka Kotahi NZ Transport Agency, under **section 241 of the Land Transport Act 1998** and the terms of [Gazette Notice 2022-au4073](#) (in effect 1 November 2022 – 31 October 2027).

What we access: For a specific vehicle, we may obtain the name and address of the current registered person, and vehicle details, where required for the purposes below. Individuals who have opted out, or who have confidential status, are excluded from this access.

Why we access it (permitted purposes):

1. **Verifying ownership** — to confirm the vendor is the registered person of a vehicle we propose to purchase or trade in;
2. **Completing transactions correctly** — to verify a change of registered person has been completed correctly where we are the purchaser or seller; and
3. **Safety recalls** — to contact the registered person where a vehicle is subject to a listed safety recall, to advise on required actions for its safe operation.

Access controls: Access is restricted to specifically authorised Motorworld staff, each with their own individual login. Login details must never be shared. Access is role-specific and limited to what each authorised user needs to perform their role. A record is kept of every plate/VIN enquiry (date, plate/VIN, user, reason), retained for at least 18 months, and available to NZTA on request.

Your right to opt out: If you do not want your name and address released under this authorised access, you can opt out via Waka Kotahi at:

<https://transact.nzta.govt.nz/transactions/PersonalInfoAccess/entry>. Opting out does not stop all release of your information — it means your details will not be disclosed under this automated authorised access; requests may still be handled by Waka Kotahi on a case-by-case basis under other provisions.

Data retention: MVR-derived information is retained only for as long as needed to fulfil the purpose it was accessed for, and is then securely destroyed (digital records deleted, paper records shredded). We conduct a documented review of retained MVR enquiries and stored personal data at least every three months, carried out by Finance Officer or NZTA administrator, to confirm information no longer required has been deleted and that access remains limited to current authorised users.

Reporting concerns: Any suspected or confirmed unauthorised access is reported to NZTA within 7 days, and to the Office of the Privacy Commissioner where a breach is confirmed. If you have a concern about how your MVR information has been accessed or used, please contact us using the details in section 9 below.

5. Disclosure of your information

We do not sell or receive payment for disclosing your personal information. We may disclose your information to:

- Our Franchises and associated companies;
- Service providers (IT, mailing, roadside assistance contractors) bound to handle information in accordance with the Privacy Act;
- Finance and insurance providers, where relevant to your transaction; and
- Government bodies, including NZ Transport Agency Waka Kotahi, where required by law.

6. Storage and security of your information

Motorworld stores personal information in our Dealer Management System for as long as is reasonably necessary for the purpose it was collected. Only personnel who need access to personal information to perform their role are given access to it. We take reasonable steps to protect personal information against loss, unauthorised access, use, modification, or disclosure.

7. Onboarding and offboarding of authorised users

Motorworld maintains a documented process for granting and removing access to MVR information:

- **Onboarding:** New users are granted access only once they have completed the required training (see section 8) and been assigned a role-appropriate, individual login.
- **Offboarding:** Access is removed for any staff member who changes role or leaves the organisation, as part of our standard offboarding checklist, managed by Finance Officer.
- **Ongoing review:** Authorised user access is reviewed quarterly by NZTA administrator to confirm the list of authorised users remains accurate and current.

8. Training of staff

All Motorworld staff receive training relevant to their role on the management of personal information. Staff authorised to access the MVR under section 241 must, before being granted access:

- Complete internal training on the purpose and conditions of s241 access, including real-world examples, record-keeping requirements, data protection procedures, and destruction protocols; and
- Complete the Office of the Privacy Commissioner's online Privacy training, repeated every 6–12 months, with completion records kept for auditing purposes.

9. Your rights and how to contact us

You have the right to access and request correction of any personal information we hold about you. If you have a complaint about our management of your personal information, or wish to correct information we hold, or do not wish to participate in surveys or receive marketing, please contact:

Email: admin@motorworld.nz

We will acknowledge your complaint or correction request within 5 working days and make any corrections within 10 working days. If we do not agree with your request, we will notify you why.
