Privacy Policy

Business Name: EP Automotive

Applies to: Customers, employees, contractors, and website users

1. Purpose

EP Automotive is committed to protecting the privacy of personal information and handling it responsibly. This policy outlines how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988.

2. What Information We Collect

We may collect personal information including:

Customer Information

- Name, address, phone number, and email
- Vehicle details (registration, VIN, service history)
- Payment and transaction details
- Communications and service records

Employee & Contractor Information

- Name, contact details, and employment records
- Tax and superannuation information
- Emergency contact details
- Training and performance records

Website Information

- IP address and browsing behaviour
- Cookies and analytics data
- Contact form submissions

3. How We Collect Information

We collect personal information through:

- Direct contact (in person, phone, email)
- Service bookings and invoices
- Employment applications and onboarding
- Website interactions

4. Why We Collect Information

We collect personal information to:

- Provide automotive repair and maintenance services
- Communicate with customers
- Process payments and manage accounts
- Manage employment and workplace obligations
- Improve our services and operations
- Meet legal and regulatory requirements

5. Use and Disclosure

We will only use or disclose personal information for the purposes it was collected, or where required by law. Information may be shared with:

- Payment processors and financial institutions
- Parts suppliers and service providers
- Accountants, insurers, and legal advisors
- Government agencies where required

We do not sell or rent personal information.

6. Data Storage & Security

EP Automotive takes reasonable steps to protect personal information from misuse, interference, or loss, and from unauthorised access, modification, or disclosure. This includes:

- Secure storage of physical and electronic records
- Restricted access to authorised personnel only
- Password-protected systems

7. Access and Correction

Individuals may request access to their personal information and request corrections if it is inaccurate or outdated. Requests should be made in writing to EP Automotive.

8. Cookies & Website Use

Our website may use cookies and analytics tools to improve user experience and track website usage. Users can manage or disable cookies through their browser settings.

9. Retention of Information

Personal information will be retained only as long as necessary to fulfil business and legal requirements and meet taxation and record-keeping obligations. When no longer required, information will be securely destroyed or de-identified.

10. Complaints

If you have concerns about how your personal information is handled, you may contact EP Automotive. We will investigate complaints promptly and respond within a reasonable timeframe. If you are not satisfied, you may contact the Office of the Australian Information Commissioner.

11. Updates to this Policy

This policy may be updated from time to time to reflect changes in legal requirements or business practices.

12. Contact

For privacy-related enquiries or requests, please contact:

EP Automotive
Phone: 08 8683 1111
Email: admin@epautomotivepl.com.au
Address: 9 Le Brun Street, Port Lincoln SA 5606

13. Acknowledgement

By engaging with EP Automotive, individuals acknowledge and agree to this Privacy Policy.