

Privacy Policy

This statement and the policy outlined herein are not intended to and do not create any contractual or other legal rights in or on behalf of any party.

How we collect your personal information

Wilson Parking Australia 1992 Pty Ltd (Wilson) collects personal information about individuals as part of the course of our business. This information is solely used internally by Wilson.

Wilson may collect personal information when:

- you (or an organisation you are associated with) opens an account
- enters into an agreement with us to provide or receive a service
- deals with us over the telephone, sends us a letter or an email
- visits our website or when you visit us in person.

The type of information we collect may include (but not exclusive of) your name, mailing address, telephone numbers, cheque, bank and credit card payment details and Email address.

There may be occasions when we source personal information about you from a third party (for example a credit reporting agency or marketing company).

Wilson may also automatically collect non personal information through the standard operation of its information systems infrastructure.

We use Hotjar in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website). Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user. For further details, please see Hotjar's privacy policy by clicking on this link.

You can opt-out to the creation of a user profile, Hotjar's storing of data about your usage of our site and Hotjar's use of tracking cookies on other websites by following this opt-out link.

How we use personal information

It is our usual practice to collect personal information directly from you.

We only use your personal information for the purposes for which you give it to us and for related, internal management purposes. The primary purpose of collecting any relevant personal information is to be able to provide you with our goods and services. Names and addresses of our customers may also be provided to a mailing house to mail account statements to each customer.

We may also use or disclose personal information for other purposes such as helping us to identify products and services that may interest you.

Keeping Information up to date

If we do collect any relevant information we will take reasonable steps to ensure your personal information is accurate. If you learn that the current information we hold about you is inaccurate, you should contact us.

You can request details about your personal information

You should contact us if you wish to find out about the personal information we hold about you. We will need to verify your identity before giving you access.

If your request is complex, we will ask you to put it in writing and will usually deal with such a request within 14 to 30 days. We may charge you a fee for processing the request.

Except as required by law Wilson will not give out personal information to any third party.

We may not be able to give you access

We may not be able to tell you what personal information we hold about you in certain circumstances including where the information relates to anticipated legal proceedings or where the information would reveal commercially sensitive information.

Storing your personal information

Wilson will take reasonable steps to protect the personal information it holds from misuse, loss and from unauthorised access, modifications or disclosure.

Contacting Us

If you have any questions regarding Wilson's Privacy Policy please feel free to contact us on 08 9481 6244 for further information.