



AAA Bodyworks - Privacy Policy

Effective Date: 1/2023

At AAA Bodyworks we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines our practices concerning the collection, use, and disclosure of your personal information when you visit our website or use our services.

Information We Collect

We may collect the following types of personal information:

- 1.1. Personal Information: This includes your name, address, phone number, email address, and any other information you provide to us when using our services or contacting us.
- 1.2. Vehicle Information: When you use our services for smash repair, we may collect details about your vehicle, such as its make, model, license plate number, and VIN (Vehicle Identification Number).
- 1.3. Billing Information: If you make payments for our services, we may collect payment information, including credit card details or other financial information necessary for processing payments.
- 1.4. Communication: We may keep records of your communication with us, including emails, phone calls, and any other messages or inquiries you send to us.
- 1.5. Usage Information: We collect information about how you interact with our website and services, including your IP address, browser type, operating system, and the pages you visit on our website.

How We Use Your Information

We use the personal information we collect for the following purposes:

- 2.1. Providing Services: We use your personal and vehicle information to provide smash repair services, including assessing damage, performing repairs, and maintaining records of the work done.
- 2.2. Communication: We use your contact information to respond to your inquiries, provide updates about the status of your vehicle, and send notifications related to your service.
- 2.3. Billing and Payments: We use billing information to process payments for our services and to send you invoices, receipts, or other financial documents.
- 2.4. Improving Services: We analyze usage information to improve our website and services, troubleshoot technical issues, and enhance the user experience.

Sharing Your Information

We may share your personal information with third parties in the following circumstances:

3.1. Service Providers: We may share your information with third-party service providers, such as towing companies, parts suppliers, or insurance companies, as necessary to perform our services.

3.2. Legal Compliance: We may disclose your information to comply with legal obligations, respond to law enforcement requests, or protect our rights and safety.

3.3. Business Transfers: If our business undergoes a merger, acquisition, or sale of assets, your information may be transferred to a successor entity.

Security

We take appropriate measures to safeguard your personal information against unauthorized access, disclosure, alteration, and destruction. We employ industry-standard security practices to protect your data.

Your Choices and Rights

You have certain rights regarding your personal information, including the right to access, correct, or delete your data. If you have questions or need assistance with your data, please contact us using the information provided below.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will post the revised Privacy Policy on our website, and the updated version will take effect upon publication.

Contact Us

If you have any questions, concerns, or requests related to this Privacy Policy, please contact us at:

44 Connell Road Oakleigh, Vic, 3166

03 9569 451

info@aaabodyworks.com.au

We value your privacy and are committed to protecting your personal information. Thank you for trusting AAA Bodyworks with your vehicle repair needs.