

TIMECH HIRE — PRIVACY POLICY

Last updated: 23 July 2026

1. ABOUT THIS POLICY

Timech Hire ("we", "us", "our") is a dry-hire equipment rental business based in Glen Forrest, Western Australia, serving the Perth Hills and surrounding eastern metropolitan suburbs. This Privacy Policy explains what personal information we collect when you use our website, make a booking, or hire equipment from us; how we use and protect that information; who we share it with; and how you can access or correct it.

We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), and this policy should be read alongside our Terms of Hire. By using our website or booking with us, you agree to the collection and use of information as described in this policy.

2. PERSONAL INFORMATION WE COLLECT

We collect the following information when you browse our site, make a booking, or hire equipment:

- **Contact and identity details** — your name, phone number, email address, and (optionally) business name and ABN.
- **Delivery details** — your delivery address, any additional use-site addresses, access notes, and a photo of the drop-off point you provide at checkout.
- **Identity verification** — your driver-licence number and your confirmation that you are over 21. Dry hire means you operate the equipment yourself, so verifying your identity at handover is a legal requirement of the hire.
- **Payment information** — your card details are collected and stored by our payment processor, Stripe. We do not store your full card number on our own systems. With your agreement under the Terms of Hire, your card is saved on file so that later charges (such as damage excess or holdover/overage) can be processed. In-person payments may be taken via a SumUp card reader.
- **Booking records** — your hire dates, chosen equipment, add-ons, pricing, invoices, Hire Schedules, and the version and timestamp of your acceptance of the Terms of Hire.
- **Handover and hire records** — photos of equipment condition, fuel and hour-meter readings, familiarisation sign-off, and any damage, fault, early-pickup, or condition reports you submit (including photos and timestamps).
- **Communications** — emails you send us, booking enquiries, waitlist and emergency rental requests, and any reviews you choose to leave after a hire.
- **Delivery tracking** — we use a GPS tracking platform on our own delivery vehicles and equipment for delivery coordination, including alerts when a delivery arrives at or leaves your address. This tracks our equipment and deliveries — we do not track you or your devices.
- **Website usage data** — like most websites, our hosting infrastructure may record standard technical information such as IP address, browser type, and pages visited, in server logs used for security and troubleshooting.

We do not collect sensitive information (such as health, biometric, or racial/ethnic information) and ask that you do not include it in photos, notes, or reports you submit to us.

3. HOW WE COLLECT IT

We collect personal information directly from you: when you make a booking or enquiry through our website, join the availability waitlist, submit an emergency rental request, communicate with us by email or phone, or complete the handover process in person. To sign in, we use a passwordless one-time code sent to your email address — we never ask you to create or store a password with us.

Address details entered at checkout are validated using Google address services to confirm we can deliver to your location.

Because dry hire legally requires us to verify who is taking possession of the equipment, and because we deliver to your address, it is not practicable for you to hire from us anonymously or under a pseudonym. You can, however, browse our website and make general enquiries without identifying yourself.

4. WHY WE COLLECT AND USE YOUR INFORMATION

We collect and use your personal information to:

- provide our equipment hire service — taking bookings, confirming availability, delivering and collecting equipment, and completing the legally required handover process;
- verify your identity and eligibility to hire (including the driver-licence check and over-21 confirmation);
- process payments, refunds, and — where authorised under the Terms of Hire — later charges to your stored card for damage excess, holdover, or engine-hour overage;
- generate and send you your invoice, Hire Schedule, equipment safety information, handover summaries, and booking-related notifications;
- maintain accurate records of equipment condition and hire events (photos and timestamps) for dispute resolution;
- manage your account, including reschedules, extensions, cancellations, and refunds under the Terms of Hire;
- notify you of waitlist availability where you have asked us to;
- request and publish reviews (with your consent) after a hire;
- meet our legal, accounting, and tax obligations; and
- improve our website and services.

We do not sell your personal information, and we do not use it for third-party advertising.

5. WHO WE SHARE YOUR INFORMATION WITH

We share personal information only as needed to run our business, with service providers who help us operate:

- **Stripe** — processes online payments and securely stores your card on file. Stripe's handling of your card data is governed by its own privacy policy.
- **SumUp** — processes in-person card payments where used.
- **Amazon Web Services (AWS)** — our website, booking system, documents, and photos are hosted on Amazon Web Services, and booking-related emails are sent through AWS.
- **Zoho Books** — our accounting software, which receives booking and invoice records for bookkeeping and tax compliance.
- **Wise** — our business banking provider; bank transaction records flow into our accounting system.
- **Google services** — used to validate delivery addresses at checkout and to maintain our internal schedule.
- **Delivery tracking and operational alerts** — we use a GPS tracking platform (Traccar) and a messaging service (Telegram) for internal operational alerts about deliveries and collections. These alerts relate to our delivery runs and may include limited booking details (such as a delivery address) needed to coordinate them.

We may also disclose personal information where required or authorised by law, or to professional advisers (such as our accountant or lawyer) under obligations of confidentiality.

Some of these providers store or process data on servers located outside Australia — for example, Stripe, AWS, SumUp, Zoho, and Wise operate globally (our primary hosting is in the AWS Sydney region). Where information is handled overseas, we rely on providers that maintain privacy and security standards consistent with Australian requirements.

6. HOW WE PROTECT YOUR INFORMATION

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. These steps include: encrypted (HTTPS) connections across our website and systems; storage of all credentials and secrets in secured cloud infrastructure; payment card details held by Stripe rather than on our systems; passwordless sign-in (so there is no password of yours for us to lose); and access to customer records restricted to the business owner.

No method of transmission or storage is completely secure, but we design our systems to minimise the personal information we hold and to protect what we do hold.

If a data breach occurs that is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner in accordance with the Notifiable Data Breaches scheme.

7. HOW LONG WE KEEP IT

We keep booking records, invoices, Hire Schedules, handover records, and related photos for as long as needed to provide the service, resolve any disputes, and meet our legal and tax record-keeping obligations (generally at least five years for financial records under Australian law). Your card details remain stored with Stripe for as long as needed to support the charge authorities in the Terms of Hire, and you may ask us to remove a stored card once all amounts owing under a hire are settled. Information that is no longer required is deleted or de-identified.

8. ACCESSING AND CORRECTING YOUR INFORMATION

You can view your booking history and download your invoices at any time through your account on our website. You may request access to, or correction of, any personal information we hold about you by contacting us using the details below. We will respond within a reasonable period and will not charge you for making a request. If we decline a request, we will tell you why in writing.

9. MARKETING AND COMMUNICATIONS

The emails we send are transactional — one-time sign-in codes, booking confirmations, invoices and hire documents, handover summaries, reminders, and waitlist notifications you have asked for. If we introduce marketing communications in the future, you will be able to opt out at any time.

10. COOKIES AND WEBSITE DATA

Our website uses only the cookies and local storage necessary for it to function, such as keeping you signed in to your account. We do not use third-party advertising or tracking cookies.

11. COMPLAINTS

If you have a concern about how we have handled your personal information, please contact us first using the details below and we will do our best to resolve it promptly. If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by phone on 1300 363 992.

12. CHANGES TO THIS POLICY

We may update this policy from time to time. The current version will always be available on our website, with the "last updated" date shown at the top. Significant changes will be highlighted on the site.

13. CONTACT US

Timech Hire • Glen Forrest, Western Australia • Email: contact@timech.com.au