# MyNISSAN Navara Privacy Policy

This is the Privacy Policy of **Nissan Motor Co. (Australia) Pty Ltd** ABN 54 004 663 156. We may change this policy by publishing an updated version on this website.

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***MyNISSAN Navara Privacy Policy***

## 1. What are Connected Services?

Depending on its specification, your vehicle is equipped with a telematics control unit and, as applicable, with a head unit and/or a navigation system that may include further communication interfaces for smartphone or other devices. This equipment can be used to provide a wide range of services and information aimed at serving you and any other driver or passenger of your vehicle and to facilitate collection, processing and use of certain data to provide the Connected Services.

Our Connected Services provide the capability for the Subscriber to interact with the vehicle and/or to use a variety of Applications ("Applications", / "App", / "Application" / "Apps") directly through the equipment of the vehicle, or indirectly by smartphone, computer or other devices that are enabled to connect with the vehicle's telematics control unit and vehicle systems.

## 2. General

This Privacy Policy explains how Nissan Motor Co. (Australia) Pty Ltd (**NMA**, **we**, **us**, **our**) collects, holds, uses, discloses and otherwise manages personal information in connection with our ***MyNISSAN Navara*** connected vehicle services utilised within the Nissan Navara vehicle range, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (**APPs**).

This policy explains how we collect, use, store and disclose personal information in connection with our MyNISSAN Navara connected vehicle application software and associated platforms, systems and services, including in-vehicle features (collectively, the (**Connected Services**). This policy applies to the MyNISSAN Navara Connected Services only, and our general Privacy Policy will apply to interactions with us outside of the Connected Services.

This Privacy Policy describes how we handle most personal information collected in connection with MyNISSAN Navara Connected Services, including information collected by our authorised agents, contractors and service providers on our behalf. It is not intended to be an exhaustive statement of all personal information handling practices. If you have any questions or would like further information about how we manage your personal information, please contact our Privacy Officer using the details set out in ***section 13 below***.

## 3. What personal information about you do we collect and hold?

If you are an owner of a Nissan Navara fitted with the Connected Services functionality and have subscribed to our MyNISSAN Navara Connected Services, we will collect data in connection with:

- **your vehicle information (as applicable)**: vehicle health and safety data, vehicle usage and behaviour data (including but not limited to odometer data, trip data), vehicle service and maintenance data (dealer service history and booking information), vehicle malfunction data, vehicle ownership and value data (ownership status and vehicle valuation data), devices and system information (including navigation system ID), embedded SIM IDs, operational history and diagnostic data of vehicle systems and parts, in case of an electric vehicle electricity consumption, battery status and charging history, vehicle location and movement data (including but not limited to location and usage data, categorised map data, trip-level data, and real-time location of the vehicle);
- **your MyNISSAN Navara account creation and profile information**: including your name, email address, and contact number;
- **your MyNISSAN Navara subscription**: including subscription data and contract information, the vehicle's identification number (VIN), name, address, user IDs, passwords, contact data of the primary driver or car owner to provide you with the MyNISSAN Navara Connected Services and manage your subscription and your subscription account (including but not limited to connected services interaction data, in-vehicle / App communication data, and user preferences and settings data);

- **data regarding your use of the MyNISSAN Navara Connected Services**: including navigation system behaviour and parameters data, certain location data including trip stop and start location, charging locations for the provision of the MyNISSAN Navara Connected Services and statistical purposes;
- **billing, payment and claims management data**: as applicable related to the MyNISSAN Navara Connected Services; and
- **recordings of your emergency calls** (in the event of a collision or SOS) **and/or calls to our customer care centre**: including voice recordings of your calls to our emergency call centre or customer support centre.

If you do not wish to provide particular personal information we request, or the information you provide is inaccurate or incomplete, you may be unable to access or use all or part of the Connected Services.

**Collection of Sensitive Information**

We do not typically collect Sensitive Information about you, and will only collect Sensitive Information about you if you volunteer it to us. Sensitive Information includes information about your religious beliefs, ethnic origin, race and health.

**Default Data Collection**

You must be aware that certain default vehicle features may be utilised for collection, use, disclosure and sharing by NMA for customer-safety related purposes such as Stolen Vehicle Tracking, Burglar Notification, and SOS Emergency Calls.

In the event of a serious collision or emergency situation, we may collect and use certain vehicle data that is generated by default to help provide you with assistance, including coordinating support services or contacting emergency service providers where appropriate. We use this information solely for the purposes of providing the SOS Emergency Assistance, or Automatic Collision Notification support services to you.

This default vehicle data processing can be deactivated at the vehicle owner's request by deactivating the vehicle's telematics enabling device and requesting that the data collection be stopped.

To do so, please contact us via the details provided in section 7.

***Please note that, upon deactivation of the device, you will no longer be able to receive any of the Connected Services, including all applicable Connected Services until reactivation or subscription of the Connected Services.***

**Subscription users**

Registered users of MyNISSAN Navara Connected Services will have their information linked to their user profile on the MyNISSAN Navara App.

For more information about MyNISSAN Navara Connected Services, please see the MyNISSAN Navara Connected Services Terms and Conditions. Click Here

To manage your subscription of the MyNISSAN Navara Connected Service, please go to the Profile section of the MyNISSAN Navara Connected Services App.

## 4. How do we collect and hold your personal information?

Generally, we collect your personal information:

- **directly from you**, when you subscribe to and use our MyNISSAN Navara Connected Services
- **from the vehicle** which is registered for MyNISSAN Navara Connected Services; and/or
- **from related companies, dealers and our service providers** (such as for roadside assistance).

**Providing someone else's personal information:**

If you give us personal information about another person (for example, your emergency contact), please tell them you have given it to us and tell them about this policy.

We hold your personal information in secure electronic and physical files.

## 5. What do we do with your personal information?

We will generally only use and disclose your personal information to enable you to use the Connected Services and for us to operate and maintain support services (for example, providing roadside assistance services, diagnostic services, etc.), for related purposes that you would reasonably expect, and as otherwise required or permitted by law.

Where we collect your personal information in connection with the MyNISSAN Navara Connected Services, we collect, use and disclose your Personal information for the following purposes:

- **providing you with the MyNISSAN Navara Connected Services;**
- **managing your subscription to the MyNISSAN Navara Connected Services and your subscription account;**
- **providing integrated security and safety services, such as automatic collision notification and SOS emergency assistance;**
- **vehicle notifications and maintenance alerts, such as notifying you when your Navara is due to be serviced, or in the event of any maintenance issue that we identify;**
- **providing security services, such as notifying you when the vehicle alarm is activated and providing assistance to track the vehicle if stolen;**
- **measuring the performance of the MyNISSAN Navara Connected Services App;**
- **improving our products and services related to the MyNISSAN Navara Connected Services and App;**
- **sending you relevant information in relation to the App;**
- **granting you remote vehicle controls;**
- **providing you with customer assistance in case of issues and claims with regards to MyNISSAN Navara Connected Services; and**
- **carrying out customer satisfaction survey.**

## 6. How do we use your personal information for marketing?

We may also contact you with marketing material about our other products or services, special offers, promotions and events that may be of interest to you. We can do this if you have agreed, or when you would reasonably expect that your information would be used or disclosed this way. We may send you marketing messages in various ways, including by mail, email, telephone, SMS, and digital marketing including advertising through any social media or third-party websites.

We may also share your personal information with our related companies and our dealer network, so they can provide you directly with marketing material about their products and services.

We will always give you the right to opt out of receiving our marketing communications (see below).

## 7. How can you stop marketing communications?

At any time, you may opt out of receiving marketing communications by:

- By contacting us at:
  **Nissan Motor Co. (Australia) Pty Ltd**
  Phone: 1800 035 035
  Email: csc@nissan.com.au

## 8. Who will we disclose your personal information to?

We may disclose personal information about you:

- to our related companies;
- to our agents or contractors, suppliers and service providers who help us provide and administer Connected Services. These include businesses we use such as, information technology service providers, mobile network operators, emergency service providers, customer support providers, and other service providers;
- to our dealers, but only if they use it for the same purposes as set out above and only in connection with the Nissan dealership franchise;
- anyone else that you agree may get the information from us; and
- any disclosure which is required or authorised by law.

**Overseas Disclosure**
Your personal information may be given to our parent company in Japan, our related companies and our service providers that are located or hold data elsewhere in the world, including Japan, India, the Netherlands, and the United States of America. If it is disclosed to an overseas recipient, we will only do this where we have taken reasonable steps to ensure that overseas recipient will engage with the personal information in a way that is consistent with the Australian Privacy Principles and our instructions or where we reasonably believe they are subject to laws that protect your personal information in the same or substantially the same way as the Australian Privacy Principles.

**Security of personal information**
We will take reasonable steps to protect and keep secure the personal information we hold.
If personal information held by us is lost or there is unauthorised access or disclosure, we will investigate. We will also notify the breach to the Information Commissioner and affected individuals if we are required to do this under the Privacy Act.

## 9. Access to and Correction of Personal Information?

You may ask for access to the personal information we hold about you by contacting the Privacy Officer at the address below. Where we hold information that you can access, we will try to give you choices about how you can access (e.g., emailing or mailing it to you). We may charge a reasonable fee to cover the cost of getting your information.

You are required to regularly update your personal information in your account for the MyNISSAN Navara App to ensure it remains accurate, and up-to-date. Alternatively, if you think the personal information we hold about you is incorrect, incomplete or inaccurate, you can ask us to amend it. We will amend the information if we agree with you, or make a record of your comment.

## 10. Complaints

If you have any questions about this policy or you have a privacy issue or complaint, please contact us:

**The Privacy Officer**
Nissan Motor Co. (Australia) Pty Ltd
Locked Bag 7000
MOUNT WAVERLEY VIC 3149
Phone: 1800 035 035
Email: privacy@nissan.com.au

We will respond and tell you we agree with your complaint. If we do not agree, we will give reasons. If we do agree, we will tell you what action we will take.

If you are still not happy, you can contact the Office of the Australian Information Commissioner:

Phone: 1300 363 992 (local call cost, but calls from mobile and pay phones may incur higher charges). If calling from overseas (including Norfolk Island): +61 2 9284 9749

TTY: 1800 620 241 (this number is dedicated to the hearing impaired only, no voice calls.)

TIS: Translating and Interpreting Service: 131 450 (If you don't speak English or English is your second language and you need assistance and ask for the Office of the Australian Information Commissioner).

Post: GPO Box 2999 Canberra ACT 2601
Fax: +61 2 9284 9666
Email: enquiries@oaic.gov.au

## 11. Changes to our Privacy Policy

We reserve the right to amend, modify or replace this policy at any time. We recommend that you review our privacy policy regularly.

## 12. Contact us

If you would like more information about the way we manage your personal information or if you have a complaint, please contact your respective Privacy Officer via the details below.

**The Privacy Officer**
Nissan Motor Co. (Australia) Pty Ltd
Locked Bag 7000
MOUNT WAVERLEY VIC 3149
Phone: 1800 035 035
Email: privacy@nissan.com.au