



## **PRIVACY POLICY**

The Vibe Vendor ([ABN: 54 827 422 595](#)) ("we", "us", "our") respects your privacy and is committed to protecting personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose, store, and manage personal information in connection with our equipment hire and event services.

This Privacy Policy operates alongside, but independently from, our contractual documents, including our Terms & Conditions, Refund Policy, Equipment Hire Agreement, Liability Waiver, Safety Information & Emergency Protocols Sheet, and Invoice.

Nothing in this Privacy Policy limits or replaces any rights available under the Privacy Act 1988 (Cth) or Australian Consumer Law.

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## **1. SCOPE AND APPLICATION**

This Privacy Policy applies to all personal information collected, held, used, or disclosed by The Vibe Vendor in the course of providing equipment hire, event services, bookings, invoicing, delivery, setup, collection, incident management, and related business activities.

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## **2. PERSONAL INFORMATION WE COLLECT**

We collect only personal information that is reasonably necessary to carry out our business functions and comply with legal obligations. This may include:

- Identity and Contact Information: Name, address, email address, phone number(s), and identification details (such as driver's licence or proof-of-age details) for identity verification.
- Booking and Event Information: Event address, dates, times, hired equipment, services requested, and site details.
- Financial Information: Payment records, bank transfer details, transaction history, invoices, and security bond information. We do not store full credit card details.
- Incident and Safety Information: Details of incidents, injuries, equipment damage, witness statements, photographs, and incident reports.
- Communications and Technical Data: Communications with us (email, phone, messages), and limited non-identifying technical information such as IP address or browser type where applicable.

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## **3. HOW WE COLLECT PERSONAL INFORMATION**

We collect personal information directly from you where reasonably practicable, including when you:

- Make an enquiry, booking, or payment
- Complete or sign agreements, waivers, or incident reports
- Communicate with us via phone, email, website, or social media
- Receive delivery, setup, inspection, or collection of equipment

We may also collect personal information from third-party platforms used to facilitate bookings, payments, or communications.

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## **4. PURPOSE OF COLLECTION AND USE**

We collect and use personal information for purposes including:

- Processing bookings, generating invoices, and administering hire agreements
- Delivering, setting up, operating, and collecting equipment safely
- Verifying identity and protecting our equipment and staff
- Communicating with you regarding bookings, safety instructions, changes, or emergencies
- Processing payments and refunding security bonds
- Managing incidents, insurance matters, disputes, or legal claims
- Complying with legal, regulatory, taxation, and record-keeping obligations

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## **5. DISCLOSURE OF PERSONAL INFORMATION**

We do not sell or trade personal information.

We may disclose personal information where reasonably necessary to:

- Payment processors and financial institutions for transaction handling
- Delivery, logistics, or service partners for setup and collection
- Insurance providers, investigators, or legal advisers in the event of incidents, damage, or disputes
- Government agencies, regulators, or law enforcement where required or authorised by law

All disclosures are limited to the minimum information reasonably required for the stated purpose.

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## **6. STORAGE AND SECURITY**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Personal information may be stored electronically or in physical form and is retained only for as long as reasonably necessary to fulfil business, legal, insurance, and dispute-resolution obligations.

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## **7. ACCESS, CORRECTION, AND COMPLAINTS**

You may request access to, or correction of, personal information we hold about you by contacting us using the details below. We may require verification of identity before processing a request.

If you believe we have breached the Australian Privacy Principles or mishandled personal information, you may lodge a complaint with us. We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

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## **8. MARKETING AND COMMUNICATIONS**

We do not send unsolicited marketing communications.

Where permitted, we may send administrative or service-related communications relevant to your booking or hire arrangement. You may opt out of non-essential communications at any time.

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## **9. OVERSEAS DISCLOSURE**

We do not routinely disclose personal information overseas.

If overseas disclosure is required (for example, use of cloud-based service providers), we will take reasonable steps to ensure compliance with Australian privacy requirements.

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## **10. RELATIONSHIP TO OTHER DOCUMENTS**

This Privacy Policy supports the administration of our Terms & Conditions, Refund Policy, Equipment Hire Agreement, Liability Waiver, and related documentation, but does not form part of the contractual terms governing hire fees, cancellations, or liability.

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## **11. CONTACT DETAILS**

The Vibe Vendor  
Springfield Lakes QLD 4300  
Phone: 0409 841 413  
Email: [admin@thevibevendor.com.au](mailto:admin@thevibevendor.com.au)

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## **12. POLICY UPDATES**

This Privacy Policy applies to all bookings and interactions from the date it is issued and replaces all previous privacy policies. We may update this Privacy Policy from time to time, with the most current version available on request.