

Privacy Collection Notice

United Rentals Australia Pty Ltd (ABN 38 069 244 417) trading as Royal Wolf Australia, a United Rentals Company, and Orange Hire, a United Rentals Company, United Rentals New Zealand (1062072) and their related companies (together, “United Rentals”, “we” or “us”) are collecting your personal information as described in this privacy collection notice.

1 What information we collect

1.1 Personal information

We are collecting the following personal information about you: your name, your mailing address, your telephone number, your driver licence details, your date of birth, your email address and your other contact details.

We are collecting and may use or disclose this personal information for the following purposes: to complete transactions, including your rental or purchase of products and services; to conduct our business, including providing our website; to market our services; to provide customer and account services such as notices regarding products and services or your account/subscription, including expiration and renewal notices; to provide information, products or services that you request from us; to perform our contractual obligations and enforce our contractual rights, including for billing and collection; to comply with our legal obligations; to register security interests on the Personal Property Securities Register; and to evaluate and improve our products and services, and / or develop new products or services.

We will also use the contact information details you have provided to send you marketing information and materials related to our products and services, including, where you have opted in, via email or other digital communications.

1.2 Credit information

We are also collecting the following credit information and credit eligibility information about you: your credit history, including any repayments or late repayments you have made; details of any credit you have sought or obtained from other credit providers; any credit rating or credit assessment score that we calculate or that a credit reporting body might provide to us; and details of any credit-related court proceedings or insolvency applications that relate to you.

We are collecting and may use or disclose this credit information and credit eligibility information for the following purposes: to assess your (or your organisation’s) request for deferred payment terms; to contact you so as to enable us to manage your account and to fulfil our obligations to you or your organisation; to interact with you as a guarantor (if applicable) of your organisation’s obligations to us; and to recover monies owing to us from time to time.

2 How we collect your information

We generally collect personal information directly from you, such as when you visit our website or otherwise contact and correspond with us (e.g. over the phone, via email or in person). Where it is not practicable to collect personal information from you, we may

also collect personal information from publicly available sources of information, and, where you have provided your consent, from third parties (such as your employer, any other organisation with whom you have any dealings, or credit reporting bodies, or from publicly maintained records).

3 What happens if we do not collect your information

If we are not provided, or authorised to collect, the personal information we have requested, we may not be able to provide you with products, services and assistance to the extent that they require us to collect, use or disclose personal information.

4 To whom we disclose your information

We may disclose your personal information to our related companies, contractors providing services to us and to other third-party service providers (such as financiers, information technology services, marketing and promotional services, legal practitioners and accountants, credit providers, insurers and debt collectors) we use in conducting our business. We may also disclose personal information to any person or organisation who may be interested in buying the whole or part of our business. We are not likely to disclose information to overseas recipients, other than to our related bodies corporate or service providers in the United States of America, Canada, Europe, New Zealand, and Australia (as applicable).

We may also disclose your credit information or credit eligibility information to the following credit reporting body:

illion Australia Pty Ltd and illion New Zealand Limited – contact details available at www.illion.com.au/contact-us and www.illion.co.nz/contact-us

We may also disclose your personal information where we are required or authorised by Australian law to do so.

5 Privacy Policy and Credit Reporting Policy

Further information about how we handle your personal information (including your credit information or credit eligibility information), such as details about how you can access your information and how you can complain about a breach of the *Privacy Act 1988* (Cth) (as well as how United Rentals will deal with any complaint) can be found in our Privacy Policy and Credit Reporting Policy.

Our Credit Reporting Policy contains information about: how you may access the credit eligibility information we hold about you; how you may seek to correct credit information or credit eligibility information we hold about you; how you may complain if you think we have not complied with Division 3 of Part IIIA of the *Privacy Act 1988* (Cth) or the Credit Reporting Code if it binds us, and how we will deal with such a complaint; whether we are likely to disclose credit information or credit eligibility information to entities that do not have an Australian link, and if so, the countries those entities are likely to be located if it is practicable to specify those.



Our Privacy Policy and Credit Reporting Policy are available at:

- Royal Wolf, a United Rentals Company: [Policy Document Links](#)
- Orange Hire, a United Rentals Company: [Privacy Link](#) and [Credit Reporting Privacy Policy Document Link](#)

This webpage also includes a statement of notifiable matters. This statement has information about credit reporting, including the credit reporting bodies to which we are likely to disclose your credit information, their names and contact details, what credit reporting bodies may use your information for, how you may obtain our Credit Reporting Policy as well as your rights to request CRBs not to use or disclose your credit reporting information in some circumstances.

You can contact us by getting in touch with us at:

Privacy Council

United Rentals Australia Pty Limited trading as Royal Wolf Australia, a United Rentals Company; or United Rentals Australia Pty Limited trading as Orange Hire, a United Rentals Company
(as applicable)

Email: privacy@ur.com

Privacy Collection Notice – Statement of Notifiable Matters

Dated 9 August 2024

This is the “statement of notifiable matters” referred to in our Privacy Collection Notice.

You can request that we send this “Statement of Notifiable Matters” to you in an alternate form – such as a hard copy. Please contact us if you wish to do so.

1 We may disclose your personal information to credit reporting bodies

We may disclose personal information (including credit information) about you to credit reporting bodies we list below.

Those credit reporting bodies may include that information in reports that they provide to other credit providers to assist them to assess your credit worthiness.

If you fail to meet your payment obligations in relation to consumer credit provided by us, or if you commit a serious credit infringement in relation to consumer credit provided by us, we may be entitled to disclose this to the credit reporting bodies.

2 Credit reporting bodies we may disclose your information to

We may disclose personal information about you to these credit reporting bodies:

- illion Australia Pty Ltd; and
- illion New Zealand Limited.

Contact details of these credit reporting bodies are available at www.illion.com.au/contact-us and www.illion.co.nz/contact-us.

3 How to find policies about the management of your credit related personal information

These credit reporting bodies are each required to have a policy which explains how they will manage your credit-related personal information. To view the policy of any of these credit reporting bodies please visit the relevant credit reporting body’s website.

To access our policies about how we manage your credit-related personal information, please visit:

- Royal Wolf, a United Rentals Company: [Policy Document Links](#)
- Orange Hire, a United Rentals Company: [Credit Reporting Privacy Policy Document Link](#) .

4 Accessing or correcting your personal information and making a complaint

You have the right to request access to, or correction of, personal information we hold about you. You also have the right to make a complaint if you think we have not complied with the *Privacy Act 1998* (Cth) in relation to your information.

Our Credit Reporting Policy sets out how you can perform these steps.

5 Excluding your credit reporting information from being used for pre-screening for direct marketing

You have the right to request that a credit reporting body exclude your credit reporting information from being used by them for the purpose of pre-screening of direct marketing by a credit provider. You should contact each relevant credit reporting body directly if you wish to request this.

6 Protecting your credit reporting information if you are the victim of fraud

You have the right to request that a credit reporting body not use or disclose your credit reporting information if you believe that you have been, or are likely to be, the victim of fraud. You should contact each relevant credit reporting body directly if you wish to request this.