

Escape Rentals & Hugo Rentals Privacy Policy

This privacy statement describes how Escape Rentals Limited (operator of Hugo Rentals) collects and uses the information you have provided to us on our website. It also describes the options available to you concerning our use of your personal information I.e. How you can access this information and amend or update it.

Collection and Use of Personal Information

We collect the following personal information from you

- Contact information (name, email address, phone number)
- Credit card details and billing address
- Driver's license details
- Preference information such as booking requirements, product requests and preferences.
- Demographic information such as age, gender, and zip code

We automatically gather information about your computer such as your IP address, browser type, referring/exit pages, and operating system.

We use this information to

- Fulfil your order
- Send you a booking confirmation
- Assess the needs of your booking to determine suitable products
- Send you the requested product or service information
- Send product updates
- Respond to customer service requests
- Administer your account
- Send you marketing communications
- Respond to your questions and concerns
- Improve our Web site and marketing efforts
- Conduct research and analysis
- Facilitate your transactions with other users
- Tow to nearest place of repair or safety

Choice/Opt-Out

You may choose to stop receiving our marketing emails by following the unsubscribe instructions included in these emails or you can contact us at bookings@escaperentals.co.nz

We enable you to create a profile, and share information such as messages, photos, and videos with others. Please note that we cannot control the actions of others with whom you may choose to share your pages and information.

Information Obtained from Third Parties

If you provide us personal information about others, or if others give us your information, we will only use that information for the specific reason for which it was provided to us.

Information Sharing

We will share your personal information with third parties only in the ways that are described in this privacy statement.

Escape Rentals will not sell your personal information to third parties.

We may provide your personal information to companies that provide services to help us with our business activities such as New Zealand Roadside Assistance. Such companies are authorised to use your personal information only as necessary to provide these services to you or us.

We may also disclose your personal information

- as required by law such as to comply with a subpoena, or similar legal process
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request,
- if Escape Rentals is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via a prominent notice on our website of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information,
- to any other third party with your prior consent to do so.

We may make your contact information available to other users that you transact with on this site to help complete the transaction.

Cookies and Other Tracking Technologies

Advertising

We partner with a third party ad network to either display advertising on our website or to manage our advertising on other sites. Our digital advertising partner uses cookies and beacons to collect non-personally identifiable information about your activities on this and other Web sites to provide you targeted advertising based upon your interests. If you wish to not have this information used to serve you targeted ads, you may opt-out by contacting us at bookings@escaperentals.co.nz

Please note this does not opt you out of being served advertising. You will continue to receive generic ads.

Security

The security of your personal information is important to us. When you enter sensitive information (such as credit card number) on our order forms, we encrypt the transmission of that information using secure technology (SSL).

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure however. We therefore cannot guarantee its absolute security.

We will retain your information for as long as your account is active or as needed to provide you services (for a maximum of three months from your vehicle drop-off date) If you wish to cancel your account or request that we no longer use your information to provide you services contact us at bookings@escaperentals.co.nz We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

If you have any questions about security on our Web site, you can contact us at bookings@escaperentals.co.nz

Additional Policy Information

Our Web site includes Widgets, which are interactive mini-programs that run on our site to provide specific services from another company (e.g. displaying the prices, availability etc.) Personal information, such as your email address, may be collected through the Widget. Cookies may also be set by the Widget to enable it to function properly. Information collected by this Widget is governed by the privacy policy of the company that created it.

Our website offers publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them.

Correcting and Updating Your Personal Information

To review and update your personal information to ensure it is accurate, contact us at bookings@escaperentals.co.nz

Notification of Privacy Statement Changes

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Contact Information

You can contact us about this privacy statement by writing or emailing us at the address below:

Escape Rentals
P.O. Box 1573
Shortland Street Mail Centre
Auckland 1010
New Zealand Email: bookings@escaperentals.co.nz

Phone: +649377 6864