



Privacy Policy

Privacy Statement

This Privacy Policy is effective from 1 July 2022.

Ultra Tune Australia Pty Ltd, its divisions, and subsidiaries respect the individual privacy of its customers. This Privacy Policy applies to personal information collected through our websites, services, products, mobile applications, agents, contractors, franchisees and third parties.

Our business includes a franchise system of independent Ultra Tune Service Centres and a Roadside Assistance service. We may update this Privacy Policy from time to time. The current version is available at www.ultratune.com.au/privacy-policy/.

Types of personal information we collect and hold

We may collect personal information including your name, contact details, electronic data (such as IP address and metadata), date of birth, gender, payment details, vehicle details, transaction history, social media preferences, location data, and any other information you provide. Sensitive information may be collected where required, particularly for Roadside Assistance services.

Website cookies and digital services

We collect website usage data, cookies, device and location information to improve website performance, personalise content and optimise advertising. Cookies may be disabled through your browser, noting that some website functionality may be limited.

Why we collect and hold personal information

We collect, use and hold personal information to provide products and services, improve customer experience, conduct business analysis, administration, marketing, risk management, record keeping and staff training.

How we collect information

Personal information may be collected directly from you, during service interactions, through websites, mobile applications, marketing activities, or from third parties such as franchisees, partners and service providers.

Storage, use and disclosure of personal information

Personal information is stored securely in electronic and paper-based systems. We take reasonable steps to protect information from misuse, loss, unauthorised access or disclosure. Information may be disclosed to franchisees, agents, partners and service providers to deliver products, services, marketing and loyalty programs, or as required by law.

Direct marketing

We may use personal information to provide marketing communications via email, mail, phone or social media. You may opt out at any time using unsubscribe options or by contacting us. We do not sell or rent personal information.

Location-based services

Location data may be collected to provide location-based services. If location information is not provided, some services may not be available.

Contacting us

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