



PayMyPark

PayMyPark Privacy Policy

This is the Privacy Policy for Arthur D Riley & Company Pty Limited, trading as PayMyPark, having the registered office address of Level 26 225 George Street, Sydney NSW, 2000. This policy has been written in compliance to the Privacy Act 1988 and the Australian Privacy Principles contained therein. It was most recently updated in November 2025.

What Personal Information does PayMyPark Collect?

We collect information relating to you that you have provided to us (through registration, completing forms, contacting us, or using our products and services) specifically required for the purpose to provide the PayMyPark service.

This could include your name, address, telephone numbers and any other information collected in relation to your use of our products and services.

Why do we collect personal information?

PayMyPark collects personal information from our customers and visitors to our site in order to carry out its functions, analysing, and responding to those queries and reports. We also provide information regarding your parking session to the relevant authority to enable the service to work, and to avoid infringement notices on your vehicle.

For more information about what we do, please visit our [About Us](#) page. If you do not provide accurate information, then we may not be able to provide our services correctly.

How do we collect personal information?

PayMyPark may ask you to provide some personal information when you complete an online form, for example by submitting information to PayMyPark through the site web form, or a form to subscribe to site updates or news, or as requested from PayMyPark.

If we receive information outside the scope of the PayMyPark service, we will ensure it is deleted.

Holding and retention of information

When you provide personal information, it will be held by PayMyPark. It may be stored or accessed on behalf of PayMyPark by authorised third parties (such as third-party contractors) to the extent that is necessary to provide the service. We will store and keep it secure in accordance with the Privacy Principles.

PayMyPark employees will be subject to PayMyPark's information security and privacy requirements.

PayMyPark will only retain personal information for as long as it is required for the purposes for which the information may lawfully be used.

How does PayMyPark use personal information?

We will only use personal information provided to us for the purpose you provided it (for example, to administer, evaluate and improve the site, and to improve our services). We may also use personal information provided to us for other reasons permitted under the Privacy Act (with your consent, for a directly related purpose, or where the law permits or requires it). We will not use your information for direct marketing purposes, unless we gain your consent, of which you may opt out of at any time.

The purpose of this privacy statement is to let users and customers of PayMyPark and this website know when we collect personal information and what we do with it. We do not use, share, or disclose personal information collected or received, except as set out in this statement.

Any aggregated information collected or shared by PayMyPark is anonymised and does not identify individuals. PayMyPark may share aggregated, anonymised information and reports with its partners.

Disclosure of information

PayMyPark will not disclose personal information provided or collected unless you otherwise provide consent (for example, if we contact you to request consent to refer your queries to appropriate third-party agencies) or as required or otherwise permitted by law.

We will provide information regarding your parking session to the relevant parking authority to enable provision of the services and notify the authority that your vehicle parking is paid.

Authorisation to disclose information

If you are contacting PayMyPark on behalf of another organisation, you should be authorised by the organisation to provide information to PayMyPark and to authorise sharing of information (including associated commercially sensitive information) with our other partners.

Voluntary disclosure of personal information

You may choose to voluntarily provide personal information to PayMyPark, for example to report incidents, or provide feedback. You may also report incidents anonymously (see Collection of personal information). You are not required by law to provide PayMyPark with personal information, although it may be required for PayMyPark to assist you with incidents.

Your rights of access, correction and deletion

You have the right to:

- find out from us whether we hold personal information about you
- access that information, and if applicable
- request corrections to that information
- request deletion to that information
- limit the extent of processing of your personal data
- refuse your data to be used for the purpose of profiling and automation, without human involvement.
- complain and object to the processing of your data

If PayMyPark has a good reason for refusing a request for correction, you are entitled to request that a statement be attached to the information of the correction that was sought but not made. If you want to check the personal information that we hold, please email the Privacy Officer at: info@paymypark.com.au.

For more information on the privacy laws in Australia and contact details for the Office of the Australian Information Commissioner, please visit their website.

Statistical information

We may collect statistical information about your visit to help us improve this site. This information is aggregated and non-personally identifying. It includes:

- your IP addresses
- the search terms you used
- the pages you accessed on our site and the links you clicked on
- the date and time you visited the site or used the application
- the referring site (if any) through which you clicked through to this site
- the device you used to access the site
- your operating system (for example, Windows XP, Mac OSX, iOS, Android), and
- the type of web browser you use (for example, Internet Explorer, Mozilla Firefox) The statistical information referred to above will be viewable by site administrators and certain other PayMyPark employees. It may also be shared with other government agencies.

Cookies

Browser or 'web' cookies are small text files that are sent by a website and stored on your computer's hard drive. Cookies are generally used to improve your experience of a website (for example, by remembering preferences you have set) and to track site usage.

PayMyPark does not use cookies on this website to gather any personally identifiable information. We use cookies to gather data about trends in site usage using a tool called Google Analytics. You can read Google's privacy statement, and access a Google Analytics opt-out tool, at the [Google Privacy Centre](#).

You can manually disable cookies at any time - check your browser's 'Help' to find out how (disabling cookies will not affect your ability to use this website but will impact your user experience and preferences).

Security

The Australian PayMyPark services stores and processes the information in Australia and have security measures in place that are PCI DSS compliant to prevent the loss, misuse, and alteration of information under our control. In order to maintain the cyber security of PayMyPark systems and information, PayMyPark systems are subject to ongoing monitoring (including activity logging), analysis, and auditing.

Our head office located in New Zealand may use the PayMyPark information but remains subject to aligned privacy laws and PCI DSS compliance. This does not undermine your rights as prescribed in the Privacy Act 1988.

We may use information anonymously about your use of our websites and other IT systems to prevent unauthorised access or attacks on these systems or to resolve such events. We may use this anonymous information even if you are not involved in such activity.

PayMyPark may utilise services from one or more third party suppliers to monitor or maintain the cyber security of its systems and information. Only authorised third-party suppliers will have access to monitoring and logging information as well as information processed on PayMyPark websites and other IT systems.

Changes to this policy

We may need to update this policy from time to time, including when necessary to reflect changes to our services or to the law.

When we update this policy, we will revise the most recently updated at the top of this policy. Where the changes are material, we will use all reasonable endeavours to notify you – usually by prominently posting a notice of those changes on our website or app.