Privacy Policy

Last updated: October 2026

At **Neo-Trac GPS Tracking Solutions**, we respect your privacy and are committed to protecting the information you share with us.

We operate in Australia and the United Kingdom and take reasonable steps to handle personal information responsibly and in accordance with applicable privacy laws.

Information We Collect

Simply visiting the Neo-Trac website does not require you to provide us with personal information.

We primarily collect personal information when you choose to become a Neo-Trac customer, make an enquiry, purchase a product or sign up to one of our services.

The information we collect is limited to what we reasonably need to provide and support your Neo-Trac service. This may include your:

- name and contact details;
- account and subscription information;
- vehicle or asset details;
- payment and transaction information;
- GPS and location information associated with your Neo-Trac device; and
- communications with our team.

We don't collect personal information simply because we can. We collect the information we need to provide, maintain and support the services you have chosen.

How We Use Your Information

We use your information to provide and manage your Neo-Trac products and services.

This may include setting up your account, activating your tracking device, processing payments, providing GPS tracking and reporting, responding to enquiries, providing technical support and communicating important information about your service.

We may also use information to maintain and improve the security, reliability and functionality of Neo-Trac.

GPS & Location Data

GPS tracking is a core part of the Neo-Trac service.

Once a Neo-Trac device has been activated, location and related device information may be collected so that the tracking features selected by the customer can operate.

This information may include the current or previous location of a connected vehicle, asset or item, together with information required to provide features such as trip history, alerts and geofencing.

Tracking information is made available through the customer's Neo-Trac account and should only be accessed by authorised users.

Business & Fleet Customers

Neo-Trac can be used by individuals as well as businesses managing vehicles, machinery, equipment and fleets.

Where a business uses Neo-Trac to track vehicles or equipment used by employees, contractors or other people, that business is responsible for ensuring its use of the system complies with any applicable privacy, employment and workplace surveillance requirements.

Neo-Trac must not be used for unlawful tracking or surveillance.

Sharing Your Information

We do not sell your personal information or location data.

We may share limited information with trusted service providers where this is necessary to operate Neo-Trac, process payments, provide communications, host our systems or deliver customer support.

Information may also be disclosed where we are required to do so by law.

Keeping Your Information Secure

We take reasonable steps to protect the information held by Neo-Trac from loss, misuse, unauthorised access, modification or disclosure.

Customers are also responsible for keeping their Neo-Trac account details and passwords secure and for controlling who has access to their account.

How Long We Keep Information

We only retain personal information for as long as it is reasonably required to provide our services, meet our business and legal obligations, resolve enquiries or maintain appropriate records.

When information is no longer reasonably required, we may delete, destroy or de-identify it where appropriate.

Your Information

You may contact us if you would like to:

- access personal information we hold about you;
- correct information that is inaccurate or out of date;
- ask a question about how your information is being used;
- request deletion of information where applicable; or
- raise a privacy concern or complaint.

Some information may need to be retained where it is necessary to continue providing your Neo-Trac service or where we are required to retain it by law.

Cookies & Website Use

Like most websites, the Neo-Trac website may use cookies and similar technologies to help the website operate effectively and understand how it is being used.

Where required, you will be given the opportunity to manage your cookie preferences.

Changes to This Policy

We may update this Privacy Policy from time to time as our products, services or legal requirements change.

The latest version will always be available on the Neo-Trac website.

Contact Us

If you have any questions about your privacy, the information we hold about you or how Neo-Trac handles your information, please **contact the Neo-Trac team** through the contact details provided on our website.