PRIVACY STATEMENT

Updated November 2026

Freedom Companion Driving Services NZ Limited ("Freedom Drivers", "we" or "us") and our franchisees respect your privacy. This statement explains how we collect, use, share and protect your personal information, in line with the Privacy Act 2020, including the changes made by the Privacy Amendment Act 2025.

Personal information is information about an identifiable individual (a natural person).

Freedom Drivers services are provided by locally owned franchisees. When you book a trip, your information is collected and used by Freedom Drivers and by the franchisee (and their driver) who provides your service. Every franchisee must follow this statement.

What information we collect

Depending on the services you use, we may collect:

- your name
- your contact details, including your home address, pick-up and drop-off addresses, email address and phone numbers
- details of your bookings and trips, including the appointments you are travelling to
- information about your mobility or health needs that helps us assist you safely, for example if you use a walker or wheelchair, or need help getting in and out of the vehicle
- the name and contact details of a nominated contact, such as a family member or carer
- Total Mobility card details or ACC claim details, where these schemes pay for your trip
- billing and payment information
- records of your communications with us, including texts, emails and calls
- your feedback and any complaints.

How we collect it

We collect most information directly from you. Sometimes we collect it from someone else, for example a family member, carer, rest home, health provider, ACC or a regional council that books or funds a trip for you. When we do, we will make sure you are told about it as the Privacy Act requires (information privacy principle 3A), unless an exception applies. This statement is one of the ways we do that.

If you give us information about another person, such as your nominated contact, please let them know and point them to this statement.

Why we collect it

We use your personal information to:

- take your bookings and pick you up and drop you off at the right places and times
- give you the help you need, safely, during your trip
- contact you or your nominated contact about bookings, or in an emergency
- invoice you, or claim payment from Total Mobility, ACC or another funder
- respond to your questions, feedback and complaints
- improve our services and train our drivers
- meet our legal obligations, for example tax, transport and health and safety rules.

We will only send you marketing, such as newsletters, if you agree, and you can opt out at any time.

Who we share it with

We do not sell your personal information. We only share it when needed for the purposes above, with:

- the Freedom Drivers franchisee and driver providing your service
- the regional council (for Total Mobility), ACC or another agency funding your trip
- people you ask us to share it with, such as your nominated contact, rest home or health provider
- our service providers, such as booking, payment, accounting, IT and cloud storage providers, who must keep it secure and confidential
- government agencies or emergency services where the law requires or allows it, for example to prevent a serious threat to someone's health or safety.

Some of our service providers may store information outside New Zealand. Where they do, we take reasonable steps to make sure your information is protected to a standard comparable to the Privacy Act.

How we store and protect it

We take reasonable steps to keep your information safe from loss, misuse and unauthorised access. This includes secure, password-protected systems and limiting access to people who need it. Drivers only receive the information they need for your trip.

If a privacy breach occurs that has caused, or is likely to cause, serious harm, we will notify the Privacy Commissioner and the people affected as soon as practicable.

How long we keep it

We keep your information only for as long as we need it for the purposes above, or to meet legal requirements (for example, tax records must be kept for seven years). If you stop using our service, you can ask us to delete information we no longer need, and we securely destroy information we no longer require.

Accessing and correcting your information

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. To make a request, please contact our Privacy Officer at julian@freedomdrivers.co.nz or using the contact details at the bottom of this page. We will respond within 20 working days.

Questions and complaints

If you have a concern about how we have handled your personal information, please contact our Privacy Officer first so we can try to put it right. If you are not satisfied with our response, you can complain to the Office of the Privacy Commissioner at www.privacy.org.nz.

Changes to this statement

We may update this statement from time to time. The latest version is available from Freedom Drivers or your local franchisee.

Signed 

Julian Smith
Director and Privacy Officer, Freedom Drivers

Freedom Companion Driving Services NZ Limited Free Phone : 0800 333 499 Email: julian@freedomdrivers.co.nz
Cell phone 021574254 Address 495B Madras Street Saint Albans Christchurch 8014