

Privacy Policy

Last updated: July 2026

Kingaroy Rides respects your privacy and handles personal information responsibly.

Information we collect

We may collect your name, phone number, email address, date of birth, pickup and destination details, trip history, booking notes, messages, ratings and feedback.

For passengers aged 16 or 17 only, we also collect the nominated parent or legal guardian's name, relationship, phone number, email address, contact permission, written approval status and written consent records.

We may collect device notification identifiers and location information that you provide or allow the app to access so rides can be booked and managed.

How we use your information

We use personal information to create and manage bookings, contact you about rides, calculate fares and arrival times, process payments, issue receipts, provide support, prevent misuse and meet legal, accounting and taxation obligations.

Date of birth is used to verify the minimum account age. Guardian information is collected only for passengers aged 16 or 17 and is used to obtain written permission to travel independently and to make contact in an emergency or serious safety incident.

Age and guardian information

Passengers must be at least 16 years old to create an account.

Accounts for passengers aged 16 or 17 remain inactive until written guardian approval has been received, reviewed and recorded by Kingaroy Rides.

For passengers aged 16 or 17, the nominated parent or legal guardian is the emergency contact while the passenger remains under 18.

Kingaroy Rides does not collect emergency contact information for passengers aged 18 years or older.

Payments

Card payments are processed by Stripe. Kingaroy Rides does not store your full card number or security code.

Location information

Location information is used for pickup and destination selection, dispatch, fare and ETA calculations, navigation and ride tracking.

Kingaroy Rides does not sell location information or use it for third-party advertising.

Sharing and storage

Information may be shared with providers required to operate the service, including Stripe, Google Maps Platform and Google Firebase.

Information may also be disclosed where required or authorised by law or where reasonably necessary for safety.

Kingaroy Rides does not sell personal information.

Access and correction

You may request access to or correction of personal information held about you. Parents or guardians may request correction of their own contact details.

Contact

Kingaroy Rides
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Email: kingaroyrides@gmail.com