

Privacy Policy

Last updated: May 2026

Suncamper Motorhomes (ABN 11 000 265 403) is committed to protecting your privacy. This policy explains how we collect, use, store, and disclose your personal information, and how you can contact us if you have a concern. We handle personal information in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Who We Are

Suncamper Motorhomes is an Australian motorhome manufacturer based at Unit 2, 9 Sefton Road, Thornleigh NSW 2120. We design and build motorhomes across the Sherwood, Saxby, and Sovereign ranges and sell direct to the public through our Thornleigh showroom and online at suncampermotorhomes.com.au. We hold Motor Dealer Licence MD19015 and have been in operation for over 45 years.

What Information We Collect

We collect personal information only when it is necessary to deliver our products and services.

Information you give us directly

- Your name, email address, phone number, and postcode when you submit an enquiry, request a brochure, or register interest in a model
- Your motorhome preferences and lifestyle needs when you use the Design Yours configurator or the Find My Motorhome quiz
- Payment and identity information when you proceed with a purchase (collected securely at point of sale)

Information collected automatically

- Technical data about your device, browser, and how you navigate our site, collected via Google Analytics 4. This data is aggregated and does not identify you personally.
- Cookies and similar tracking technologies. See the Cookies section for detail.

Information from third parties

We do not purchase or receive personal information from third-party data brokers.

How We Use Your Information

We use your personal information to:

- Respond to your enquiries and send you the information you requested
- Process your order or reservation if you proceed with a purchase
- Send you relevant communications about new models, events, and updates, where you have opted in
- Improve our website and marketing based on aggregated usage data
- Meet our legal and compliance obligations as a licensed motor dealer (Motor Dealer Licence MD19015)

We will not use your personal information for any purpose that is not directly related to your interaction with Suncamper, or that you would not reasonably expect.

Marketing Communications

If you submit an enquiry or register interest in a model, we may send you relevant follow-up information about Suncamper products and events. Every marketing email includes an unsubscribe link. You can opt out at any time by clicking unsubscribe or by emailing us at sales@suncampermotorhomes.com.au.

We do not sell, rent, or share your contact details with third-party marketers.

Who We Share Your Information With

We share your information only where necessary to run our business:

- **ActiveCampaign** — our email marketing platform. Data is stored on servers in the United States. ActiveCampaign operates under standard contractual clauses.
- **Monday.com** — our internal CRM and enquiry management platform.
- **Microsoft 365** — used for internal email and document management.
- **Google Analytics** — aggregated, anonymised site traffic data only. No personally identifiable information is sent to Google.
- **Vercel** — our website hosting provider.

We do not disclose your personal information to any other third party without your consent, except where required by law.

Cookies

What are cookies?

Cookies are small text files stored on your device when you visit a website. They help us remember your preferences and deliver a consistent experience across visits.

What cookies do we use?

- **Strictly necessary cookies** — required for the site to function. These cannot be turned off.
- **Analytics cookies** — set by Google Analytics to collect aggregated, anonymised data about how visitors use the site.

How to manage cookies

You can control and delete cookies through your browser settings. Disabling certain cookies may affect how the site functions. Visit www.allaboutcookies.org for guidance.

Data Storage and Security

Your personal information is stored on secure servers operated by our service providers (Vercel, ActiveCampaign, Monday.com, Microsoft). We take reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure.

We retain your information for as long as is necessary to fulfil the purpose for which it was collected, or as required by law. If you ask us to delete your information, we will do so unless we are required to retain it for legal or compliance reasons.

Accessing and Correcting Your Information

You have the right to request access to the personal information we hold about you, and to ask us to correct it if it is inaccurate, incomplete, or out of date.

To make a request, contact us at:

Email: sales@suncampermotorhomes.com.au
Phone: 1300 416 854
Post: Unit 2, 9 Sefton Road, Thornleigh NSW 2120

We will respond to your request within a reasonable timeframe and at no charge.

Complaints

If you believe we have handled your personal information in a way that is inconsistent with the Australian Privacy Principles, you can make a complaint by contacting us at the details above.

We will acknowledge your complaint within 5 business days and aim to resolve it within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

Website: www.oaic.gov.au
Phone: 1300 363 992

Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. When we do, we will update the date at the top of this page and in the downloadable PDF. We encourage you to review this policy periodically.

Contact Us

Suncamper Motorhomes

Unit 2, 9 Sefton Road
Thornleigh NSW 2120

Phone: 1300 416 854

Email: sales@suncampermotorhomes.com.au

Web: suncampermotorhomes.com.au

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