



ROAD
TRAVEL
REWARDS

Secure and connected vehicles

Stronger data, privacy
and cyber rules in Australia.

YOUR CAR KNOWS MORE THAN YOU THINK

August 2026

Cars are no longer just vehicles, they are connected systems

Modern vehicles now connect to:

- Mobile apps
- Cloud services
- Road infrastructure
- Charging networks

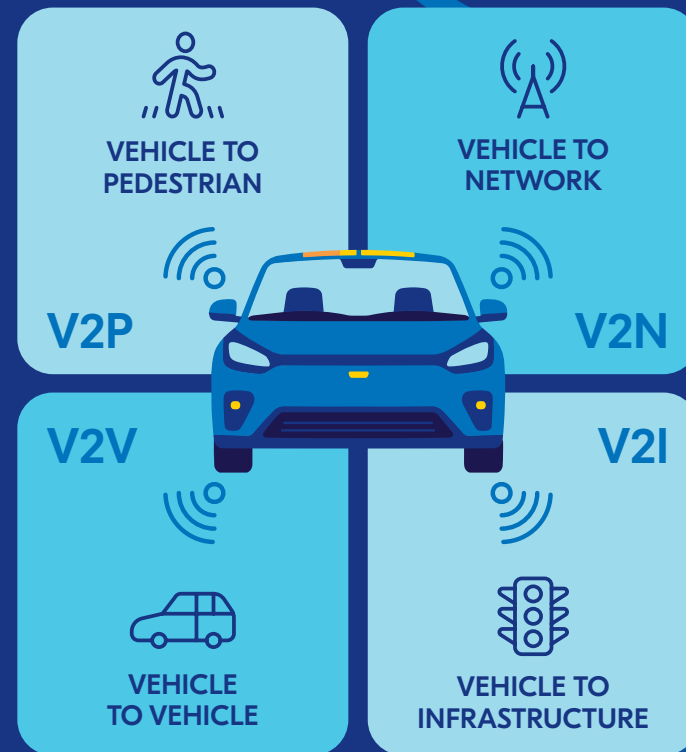
This is changing how Australians drive, travel and interact with their vehicles.

Connected vehicles already deliver real benefits:

- Real-time navigation and traffic updates
- Remote diagnostics and vehicle monitoring
- Emergency assistance after a crash
- Faster roadside assistance and fault diagnosis
- Better transport planning and road safety insights

Vehicle data also helps governments improve:

- Traffic flow
- Infrastructure planning
- Congestion management
- Road safety outcomes



But this shift is moving faster than Australia's privacy, cyber security and consumer protection rules. The challenge is to keep the benefits while making sure vehicle data is handled transparently, securely and with meaningful consumer control.

The technology has moved fast

Connected vehicles can collect and share large amounts of data, including:

- Location and movement
- Driving behaviour
- Voice recordings and images
- Data from connected phones and apps
- Vehicle performance and fault information

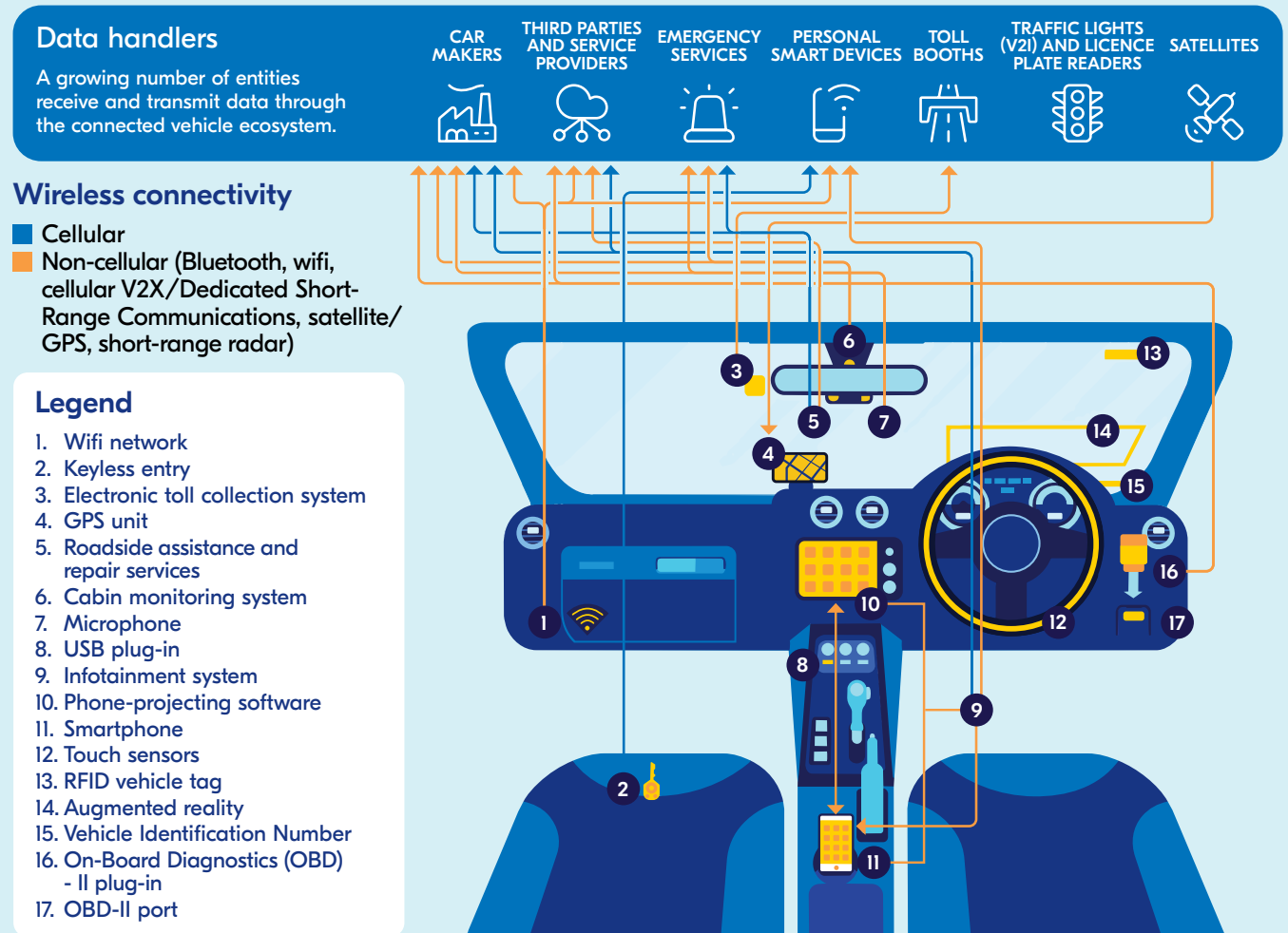
Most drivers do not know:

- What data is collected
- Where it is stored
- Who it is shared with
- How long it is retained
- How to limit or withdraw consent

At the same time:

- Vehicles, apps and charging systems can be hacked
- Data may be shared without meaningful consent
- Drivers have limited visibility or control over what's done with their data
- Passengers may have even fewer protections
- Existing laws were not designed for real-time vehicle data

This is not limited to future vehicles. It already affects many cars on Australian roads today.



Source: FPF.org

NRMA members are concerned

Australians should be able to benefit from connected vehicle technology without giving up control of their data, privacy or security.

84%

are concerned about
cyber security risks

95%

say their top concerns are:

- Vehicles being hacked
- Systems being remotely accessed or controlled
- Personal data being shared without consent

79%

want more guidance
on privacy and security

69%

of drivers do not
understand how vehicle
data is collected and used

54%

say data practices influence
their choice of brand

Australians support
new technology,
but want clear rules,
safeguards and control.



Australia's current laws are not keeping pace

Consumers are exposed because the system has not kept up.

Connected vehicles are linking:

- Transport systems
- Energy systems
- Telecommunications networks
- Cloud services
- Charging infrastructure
- Digital apps and accounts

But regulation remains fragmented.

Today:

- Vehicle manufacturers largely control vehicle data
- Consent is often bundled, unclear or hard to refuse
- Consumers cannot easily direct how their data is used or shared
- Cyber security requirements are inconsistent
- EV charging networks are not treated as critical infrastructure
- Software updates, remote access and connected features are not clearly covered by vehicle safety rules

This creates real risks:

- Data misuse or unauthorised access
- Loss of consumer control over personal information
- Disruption to charging and transport systems
- Weak accountability when digital systems fail
- Reduced trust in connected, electric and autonomous vehicles



Australia's laws were not designed for always-connected, software-enabled vehicles. The system needs clearer privacy, cyber security and consumer protection rules.

RECOMMENDATION 1

Strengthen privacy protections

Drivers should be told clearly what data their vehicle collects, how it is used, where it is stored and who it is shared with. They should be able to refuse or withdraw consent for data collection that is not needed for the vehicle to operate safely. They should also be able to choose who they share their vehicle data with, such as their repairer, essential services or roadside assistance provider.

RECOMMENDATION 2

Set clear national cyber security rules

Australians should be protected from cyber security and data protection risks introduced through connected vehicles and their supporting systems. A consistent national framework is needed to reduce risk, improve confidence and support integration across systems.

RECOMMENDATION 3

Strengthen incident reporting, consumer protections and recall mechanisms

When cyber incidents affect vehicle safety, charging access or personal data, motorists need rapid and transparent notification. Australia should establish national incident reporting, clear recall pathways and guaranteed consumer remedies.

RECOMMENDATION 4

Help motorists stay safe

Targeted public education is needed to help motorists understand risks, protect their data and know what to do when issues arise.



Protecting trust in the future of transport

Connected vehicles will play a central role in Australia's future transport system.

Getting this right will:

- Improve road safety outcomes
- Build consumer trust in new technology
- Support responsible innovation and industry growth
- Strengthen national cyber resilience
- Help protect transport and energy infrastructure

Electric and autonomous vehicles will further increase reliance on:

- Data
- Software
- Secure communications
- Cloud services
- Charging networks
- Remote updates and digital systems

Without clear safeguards:

- Trust may decline
- Adoption may slow
- Data and cyber risks may increase
- Charging and transport systems may be disrupted
- Consumers may lose confidence in connected, electric and autonomous vehicles

As connected technologies become more embedded in everyday transport, the choices made now will shape how these systems evolve.

Australia has an opportunity to set clear, practical and nationally consistent rules that support innovation while protecting motorists, passengers, infrastructure and public trust.



READ THE FULL REPORT



Scan to access the full NRMA report on connected vehicle data, privacy and cyber security.

We're for members. We're independent.

The NRMA is a member-owned organisation, independent and non-partisan by design. We advocate for our members and their communities and engage constructively with governments, stakeholders and industry to help shape fair, practical outcomes that make life better for all Australians.

Our partners



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