

Privacy Policy

1. Introduction

The *Privacy Act 1988* (Cth) ("the Act") exempts small businesses with a turnover below the statutory threshold (currently \$3 million) and that exemption applies to us. At the same time, we value protecting your privacy and in doing so follow current Australian best practice guidelines and the spirit and intent of the Act to ensure your privacy is protected. Whilst all reasonable measures have been taken to ensure your safety and privacy, you are advised that there are inherent risks in transmitting information across the internet.

2. Personal Information

Personal information provided to us and information collected through this website will not be disclosed to any third party unless one of the following applies:

- you have given your consent
- you would reasonably expect, or have been told, that information of that kind is usually passed to those individuals, bodies or agencies
- it is required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

3. Collection and Use of Personal Information

We may collect, hold, use and disclose personal information for the following purposes:

- to enable you to access and use our Site, associated applications and associated social media platforms;
- to contact and communicate with you;
- to process any bookings placed through this Site;
- for internal record keeping and administrative purposes;
- for analytics, market research and business development, including to operate and improve our Site, associated applications and associated social media platforms;
- for advertising and marketing, including to send you promotional information about our services and information about third parties that we consider may be of interest to you; and
- to comply with our legal obligations and resolve any disputes that we may have.

4. Disclosure of Personal Information

We may disclose personal information to:

- third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, webhosting and server providers, debt collectors, maintenance or problem-solving providers, professional advisors and payment systems operators;
- our employees, contractors and/or related entities;
- our existing or potential agents or business partners;
- anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
- credit reporting agencies, courts, tribunals and regulatory authorities, in the event you fail to pay for goods or services we have provided to you;
- courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;

- third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you. This may include parties located, or that store data, outside of Australia; and
- third parties to collect and process data, such as Google Analytics or other relevant businesses. This may include parties that store data outside of Australia.

By providing us with personal information, you consent to the disclosure of your personal information to third parties who reside outside Australia and acknowledge that we are not required to ensure that those third parties comply with Australian privacy laws.

5. Controlling your Personal Information

Consent: Providing us with your personal information is optional. When you provide us with your personal information, you agree we will collect, use and disclose your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect your use of our Services.

Third Parties: If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such consent to provide the personal information to us.

Restrictions: You may choose to restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for any purpose or purposes, you may change your mind at any time by contacting us using the details at the bottom of this Privacy Policy..

Access: You may request details of personal information that we hold about you. An administrative fee may be payable for the provision of information.

Correction: If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the contact details listed below. We rely in part upon customers advising us when their personal information changes. We will respond to any request within a reasonable time. We will endeavour to promptly correct any information found to be inaccurate, misleading, incomplete or out of date.

Complaints: If you wish to make a complaint about how we have handled your personal information, please contact us using the details below and provide us with full details of the complaint. We will promptly investigate your complaint and respond to you in writing setting out the outcome of our investigation, what steps we propose to take to remedy any breach and any other action we will take to deal with your complaint. You also have the right to contact the relevant authority. If you exercise any of these rights it will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent

6. Information Tracking

Our website uses trackers (including but not limited to cookies) to monitor how visitors find and use our site. We report on this activity in aggregate and use this information for the purpose of improving our website and how we engage our audience.

In addition to these, your browser may load trackers from external third-party services when you use a page on our website. These trackers are specific to the third-party and accordingly the data held in them can be seen and managed by the third party and not by us.

We use a variety of widely used third-party plugins to help improve your experience while using our site. We control whether or not we use the third-party service with our website, and how it is integrated and presented on our website. We do not have control over the trackers themselves. No personal information is maintained which might identify an individual should they visit our website at a later date.

Whilst every attempt has been made to protect visitors' privacy, we accept no fault if these systems result in a breach of privacy.

If you have concerns about the privacy implications of the trackers we use, you can block trackers using the cookie management tools in your web browser. Additional steps to protect your privacy online can be found in the recommendations from the Electronic Frontiers Foundation, available at <https://www.eff.org>

We may use Google Analytics to collect and process data. To find out how Google uses data when you use third party websites or applications, please see www.google.com/policies/privacy/partners/ or any other URL Google may use from time to time.

7. Storage and Security

We are committed to ensuring that the personal information we collect is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and administrative procedures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

We cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

8. Data Retention

We will only retain your personal information for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for your information, we consider the amount, nature, and sensitivity of the information, the potential risk of harm from unauthorised use or disclosure of your information, the purposes for which we process your information and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data by contacting us using the contact information provided below. In some circumstances we may anonymise information about you (so that it can no longer be associated with you) for research or statistical purposes in which case we may use and retain this information indefinitely without further notice to you

9. Links to other Websites

Our website may contain links to other websites. We do not have any control over those websites, and we are not responsible for the protection and privacy of any personal information which you provide whilst visiting those websites. Those websites are not governed by this Privacy Policy.

10. Amendments

This Privacy Policy may be amended, including with changes, additions and deletions, from time to time in our sole discretion. Your continued use of our Services following any amendments indicates that you accept the amendments. You should check the Privacy Policy regularly, prior to providing personal information, to ensure you are aware of any changes, and only proceed to provide personal information if you accept the new Privacy Policy.

11. Contact

If you have any questions about this policy, please contact us at the address or email listed below.

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