

PRIVACY POLICY

Last Updated: 27th January 2020

“We”, “Our”, “The Company” and “Us” and similar expressions refer to Kookaburra Coaches Pty. Ltd. “You” and similar expressions refer to you, our customer or proposed customer.

This privacy policy (**Policy**) is intended to inform You of the types of personal information We collect, as well as Our policies and practices regarding the collection, use, and disclosure of that information through the web pages at www.kookaburra.coaches.com.au (**Site**).

We respect Your rights to privacy under the *Privacy ACT 1988 (Cth)* (**ACT**) and We comply with the ACT's requirements in respect of the collection, management and disclosure of Your personal information.

When used in this Policy, the term "personal information" has the meaning given to it in the ACT. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information We collect personally identifies You, or You are reasonably identifiable from it, the information will be considered personal information.

Please read this Policy carefully, because by using the Site, You are acknowledging that You understand and agree to the terms of this Policy, and consent to the manner in which we may collect, use and disclose the foregoing information. If You do not agree to the terms of this Policy, please do not use the Site.

We reserve the right to change the provisions of this Policy at any time. We encourage You to ensure You have read the most recent version of this policy noted by the date of last update on the top of this page. We encourage You to review this Policy from time to time to make sure that You understand how any Personal Information You provide will be used. Your continued use of the Site following the posting of changes to these terms will mean you accept those changes.

What Personal Information do we Collect?

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number;
- facsimile number;
- bank account and credit card information;
- age or birth date;

- profession, occupation or job title
- any additional information relating to You that You provide to Us directly through Our websites or indirectly through use of Our websites or online presence, through Our agents, Our representatives or otherwise and
- information You provide to Us through Your representatives from time to time.

How do we Collect Personal Information?

We collect Your personal information directly from You unless it is unreasonable or impracticable to do so.

When collecting personal information from you, We primarily collect in ways including:

- through the Site;
- during conversations (telephone/email/written) between You and Our Agents or representatives; or
- when You complete a quote/enquiry or booking form.

We may also collect personal information from third parties including from marketing services providers, credit reporting agencies, law enforcement agencies and other government entities.

We will not collect personal information or sensitive information unless it is reasonably necessary for one or more of Our core business functions or a related activity or it is permitted under Australian law. As far as it is reasonable or practicable, We will collect Your personal information directly from You. If it is not reasonable or practicable and personal information is collected from someone else (e.g. a travel agent or another person booking on Your behalf), We will take reasonable steps to ensure that You are made aware of the collection of Your personal information, unless specific exemptions apply. Sensitive information will only be collected with Your consent, unless specific legislative exemptions apply.

When you are travelling with Us, We may take video and images of You that may be used in Our brochures, in Our advertising or on Our website. All participants in Kookaburra Coaches holidays authorise Us to use his/her image (such as photograph, videotape, film or pictorial representation or recorded voice). If You do not wish for this to happen, please notify Us prior to the commencement of Your charter or tour. Our contact details are on the last page of this policy.

Website Privacy

When you visit Our website (or any Internet site) the server may record details of Your visit (using cookies and other technologies), including:

- the type of browser and operating system (e.g. Mac, PC) You are using;
- the address of the referring site (i.e.. the previous site that You visited);

- Your IP address (a number unique to the computer through which You are connected to the Internet);
- the country or region You come from;
- the date and time of Your visit and
- the address of the pages accessed and documents You downloaded.

If You complete a form on Our website the personal information submitted may be retained for the purposes of answering Your query or complying with Your request. Every email we receive is automatically stored on Our mail server and backed up in accordance with Our usual data management procedures. If You have completed a web form to request one of Our brochures or made a booking, You will be added to Our mailing list to ensure that You receive notifications of any special promotions that are on offer. You can opt out of this mailing list at any time.

How do we Use Your Information?

We will use Your information to respond to You regarding the reason you contacted Us. Some examples of how we will use Your information are as follows:

- To book us, You must provide contact information (e.g. name, address, phone number) and financial information (like credit card number, expiration date). This information is used for billing purposes and to book your charter or tour. If We have trouble processing a booking, We will use this contact information to contact You;
- Assess your health and provide medical assistance (where needed);
- Handle and respond to complaints;
- From time-to-time, We may request information via surveys or contests. Participation in these surveys or contests is completely voluntary and You may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), demographic information (such as post code, age level) and feedback about Our products and services. Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this Site;
- Unless You ask us not to, We may contact You via email in the future to tell You about specials, new services, or changes to this Policy and
- Our Site may use chat functionality to enable direct communication with You through Our Site. We will primarily use such information to assess your needs and to gain Your contact information so that We may contact You to further discuss Our products and/or services.

Please contact Us by email or in writing if at anytime You decide You do not wish to receive Our periodic tours newsletter.

What Happens if we Can't Collect Your Personal Information?

If You do not provide Us with the personal information described above, some or all of the following may happen:

- We may not be able to provide the requested services to you and
- We may not be able to provide You with information about services that You may want, including information about discounts, sales or special promotions.

Do We Share Your Personal Information?

We will not trade, rent, share or sell Your Personal Information to third parties, unless You ask or authorise us to do so. Unless You ask or provide Your consent to do so, We will not share Your Personal Information with any third party outside of Our organisation, other than with Our service providers, needed to fulfil Your booking. Only Our staff and Our agents who need the Personal Information to perform a specific job (for example, billing or customer service) are granted access to Personal Information. The computers/servers in which We store Personal Information are kept in a secure environment.

We may share aggregated demographic information with our partners and advertisers. This is not linked to any Personal Information that can identify any individual person.

We will disclose Personal Information in good faith under the following circumstances:

- a) are required by law, including, for example, to comply with a court order;
- b) where required to Emergency service providers;
- c) to Your next of kin;
- d) to an emergency contact person;
- e) government departments/agencies/bodies responsible for customs, immigration, ports, quarantine and law enforcement (for reporting purposes) and
- f) for reporting, assessing, investigating, processing and otherwise managing accidents/incidents, including disclosures to lawyers and insurers.

If We have reasonable grounds to believe that disclosure of Your personal information or sensitive information is necessary to prevent a serious threat to life, health or safety, or We are required to provide information in response to subpoenas, warrants or other legal processes including police enquiries, or enquiries from another government department (including, without limitation, Customs and Immigration) We will disclose your information for those purposes without seeking Your consent.

We may disclose Your personal information to third parties (including our agents and contractors) to perform certain activities On our behalf within or outside Australia. Examples include:

- fulfilling requests for brochures and sending promotional materials and communications: printing companies, mail houses, couriers, e-mail service providers;
- processing payments: banks, payment service providers;
- maintaining guest records and analysing data: customer insight and research agencies, data processors, data analysts and data washing companies, credit agencies;
- providing port services and excursions: port agents;
- providing travel services: airlines, coach operators, travel agents.

These third parties have access to personal information needed to perform their functions, but are not permitted to use it for other purposes.

Data Identifiers

We will not use any government related identifier (such as your Medicare or tax file number) as Our own identifier to link You with Your personal information. We will not use or disclose any government related identifier of Yours unless required or authorised by law.

Your Privacy Rights - Access to and Control Over Personal Information

We offer You choices regarding the collection, use, and sharing of Your Personal Information. If You receive promotional communications from Us, You may indicate a preference to stop receiving further promotional communications from Us and You will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the promotional email You receive or by contacting Us directly using Our website contact form or by mail. We do not charge for this service, and Your opt-out request will be processed within 30 days of the date on which We receive it.

You can do the following at any time by contacting Us via the email or postal address given on Our Site:

- See what personal information We have about You, if any;
- Change/correct any Personal Information We have about You;
- Have us delete any Personal Information We have about you and
- Notify us if You do not want Us to share Your Personal Information for marketing and promotional purposes.

If You request access to Your personal information We have collected about You, We will give You access to the information where reasonable and practicable to do so, within 30 days unless an exception exists under applicable law. If You request that We correct Your personal information or We are satisfied that the information We hold is inaccurate, out-of-date, incomplete, irrelevant or misleading, We will take such steps as are reasonable in the circumstances to correct the information, having regard to the purpose for which the information is held. If We do not grant Your request for access to the personal information We have collected about You, or for access to the information in the form requested, We will provide You with a written explanation within a reasonable period of time, including the reasons for our decision and any complaint mechanism available to You. If We do not grant Your request to correct the personal information We have collected about you, to the extent that it is reasonable to do so, We will, if requested by You, take such steps as are reasonable in the circumstances, within a reasonable amount of time, to attach to Our record of Your personal information any statement provided by You of the correction, deletion or addition sought.

Does This Policy Apply to Other Websites Linked to or From the Site?

The Site may contain links to other websites. Any Personal Information You provide on linked pages or sites is provided directly to that third party and is subject to that third party's privacy policy. This Policy does not apply to such linked sites, and We are not responsible for the content or privacy and security practices and policies of these websites or any other sites that are linked to or from the Site. We encourage You to learn about their privacy and security practices and policies.

What Steps Do We Take To Protect Your Information?

We take measures designed to protect Your Personal Information in an effort to prevent loss, misuse, and unauthorized access, disclosure, alteration, and destruction. We provide physical, electronic, and procedural safeguards to protect Personal Information we process and maintain. Please be aware, however, that despite Our efforts, no security measures are perfect or impenetrable and no method of data transmission can be guaranteed against any interception or other type of misuse.

Miscellaneous

This Policy and the privacy practices of Kookaburra Coaches Pty. Ltd. will be subject exclusively to the laws of the State or Territory of New South Wales. We make no representation that this Policy and our practices comply with the laws of any other country or jurisdiction.

Changes to this Privacy Policy

We may amend this Privacy Policy as Our business requirements or the law changes. Any changes to this Privacy Policy will be updated on our website, so please visit our website periodically to ensure that You have our most current version.

Our Privacy Policy

If You request a copy of Our Privacy Policy, We will take reasonable steps in the circumstances to provide You with a hard or soft version in accordance with Your request. Please contact Us using the details below.

Contact Details

If You would like to request access to or correction of inaccurate, incomplete or out of date personal information, lodge a complaint about how We have handled Your personal information or should You require any further information about Our privacy policy, please contact Us. You can:

- Contact us using our webform on our website www.kookaburra.coaches.com.au or
- Write to us at: Kookaburra Coaches, PO Box 7044, Leura NSW 2780 Australia.

Further Information About Privacy

If you are in Australia and you would like further information about privacy generally, please contact the Office of the Australian Information Commissioner by calling 1300 363 992 or visit the Commissioner's web site at www.privacy.gov.au