

## **WILLUNGA CHARTER PTY LTD PRIVACY STATEMENT**

This Privacy Policy Statement contains important information regarding our use of your Personal Information.

It may be subject to change from time to time so we strongly encourage you to check our online Privacy Policy Statement regularly.

At Willunga Charter Pty Ltd, we are committed to the protection of your personal information.

Willunga Charter's business is governed by Industry Codes of Practice, Willunga Charter's own policies and procedures, as well as our Privacy Policy, which is designed to ensure that your personal information is protected.

### **What Information do we collect and how do we use it**

When you book coach travel or tours with us we need to know your:

- name;
- address;
- contact numbers;
- email address;
- In addition, we may require other information from/about you, including but not limited to; your gender for seat allocation purposes.

We also use the information we collect for purposes other than those specified above if:

1. you would reasonably expect us to use the personal information for that other purpose, and
2. that other purpose is related to the purposes specified above, for example, to enable us to contact you about:
3. changes to service times, itineraries or fares;

If we wish to use any of your personal information for any other purpose other than those specified above, we will not do so unless we have your express consent to do so.

However, there are specific circumstances where we are allowed to, for example:

- where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health;
- where we suspect that unlawful activity is or has been engaged in and use the personal information, information or data to investigate the suspected unlawful activity; or
- the use is authorised by law or reasonably necessary to enforce the law.  
These uses may include where we are required to provide information in response to subpoenas or warrants or other legal processes.

## **Who controls your Personal Information?**

Any personal information provided or to be gathered by us is stored securely by us and is only accessed by authorised staff for the purposes intended.

## **Disclosure of your Personal Information**

We respect your privacy and take it seriously. As such, the information we collect from you is strictly confidential. We will not reveal, disclose, sell, distribute, rent, licence, share or pass that information on to any third parties.

We may disclose the personal information, other information or data we collect from you for the purpose specified to you at the time of collection or for another purpose if:

- you would reasonably expect us to disclose it for that purpose; and
- that purpose is related to the purpose specified to you at the time of collection.

If we wish to disclose any of this personal information, information or data other than as set out above, we will not do so unless we have your express consent to do so.

We will not provide your personal information to third parties without your consent, except:

- where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health;
- where Willunga Charter Pty Ltd suspects that unlawful activity is or has been engaged in and uses the personal information, information or data to investigate the suspected unlawful activity; or,
- the use is authorised by law or reasonably necessary to enforce the law. These uses may include where Willunga Charter is required to provide information in response to subpoenas or warrants or other legal process.

## **Security of your Personal Information**

We will take reasonable precautions to ensure that all information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment and accessed only by authorised persons.

It is important to bear in mind that, no data transmission over the Internet can be guaranteed to be absolutely secure. While we endeavour to protect your personal information from misuse and loss and unauthorised access, modification or disclosure, we cannot guarantee the security of any information you transmit to us or receive from us. These activities are conducted at your own risk. Once we receive your transmission, we make our best effort to ensure its security.

Our employees and contractors will have access to your personal information to a level that is necessary to enable them to undertake the service requested by you. They are obliged to respect the confidentiality of any personal information held by us and are bound by the National Privacy Principles Act to do so.

## **Notification of changes to the Privacy Policy**

If we decide to change our privacy policy, we will post those changes on our Website so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any point we decide to use Personally Identifiable Information in a manner different from that stated at the time it was collected, we will notify you by way of an email. You will have a choice as to whether or not we use your information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

## **In Summary**

At Willunga Charter Pty Ltd, we are committed to protecting your privacy. As such, you can be assured that any personal information provided to us will be secure, will only be accessed by those authorised to do so, will be used only for the purposes intended, and will be destroyed once the provision of services to you is complete, all in accordance with the National Privacy Principals.

## **Resolving your privacy issues**

If you have any issues you wish to raise with Willunga Charter Pty Ltd, or would like to discuss any issues about our Privacy Policy, then please contact:

**Managing Director  
Willunga Charter Pty Ltd  
3-5 Jay Drive  
PO Box 520  
WILLUNGA, S.A. 5172**

## **Additional Privacy Information**

The full Willunga Charter Pty Ltd Privacy Policy is available for viewing at our office. For information on the National Privacy Principals you can visit the Australian Federal Privacy Commissioner's website at <http://www.privacy.gov.au>.

***Thank you for taking the time to read the Willunga Charter Pty Ltd Privacy Policy Statement.***