

## **Low Head Tourist Park (LHTP) - Privacy Policy**

Low Head Tourist Park respects your privacy and for that reason we will only deal with your personal information in accordance with our privacy policy as is outlined below. The protection of your privacy is important to us. We adhere to privacy law and the *Privacy Act* outlined by the National Privacy Principles.

reference: <http://www.privacy.gov.au/materials/types/infosheets/view/6583>

These are rules that apply to many private sector organisations including Low Head Tourist Park and which regulate the way in which we deal with your personal information.

### **Collection and Storage of Personal Information**

The type of personal information we collect and hold about you includes and is not limited to:

- Your name and address(s)
- Your telephone number(s)
- Your email address(s)
- Details from previous booking(s)
- Your financial information

Collection of your private information may occur in a number of methods:

- In any discussion we have with you whether in person, by telephone, online or email
- Through our accounts and payments we make;
- Through our website or email server
- Through our online booking engines, RMS or V3
- Through third parties, including companies running competitions on our behalf
- Through customer feedback and survey forms

### **Use of personal information**

We use your personal information for the following purposes:

- To process accommodation bookings
- For the collection of prizes
- For accounting purposes for return guests and/or permanent residents
- To evaluate and improve the effectiveness of our website.
- For business marketing purposes

It is important to make sure that the personal information we hold about you is accurate and up to date. Therefore:

- LHTP request that you contact us and tell us if any of your personal information has changed

- Contact us if your information is inaccurate or out of date
- You may contact us and request particulars of the personal information we hold about you

### **The security of personal information**

LHTP is committed to maintaining the highest level of security of our client(s) files and personal information. Therefore we use the following security measures to protect personal information:

- Locked offices
- Locked files
- Password protection on all our computers and servers
- A firewall on our computer network, which is monitored
- Virus protection software
- Personal information will be kept for any period as outlined by law.

Personal information may be disclosed in the following circumstances and to the following person(s), business(s) and or company(s):

- Contracted assessors for assessment of the quality control standards of our properties
- Property managers and staff
- Third party contractor(s) who may be performing services for us which involves your personal information, advertising agencies, suppliers and marketing providers.
- Any other party to which the law obliges us to.

Your information will not be used for revenue for any marketing purpose(s)

If you have any concerns, queries, disputes or complaints about our privacy policy or our privacy practices, please contact LHTP Any dispute or complaint will be investigated and we will respond to you within a reasonable time. Contact details found on the contact us page of our website

[www.lowheadtouristpark.com.au](http://www.lowheadtouristpark.com.au)

Current as of 01/01/2013