

## **Privacy Policy**

Safe Journey Australia Pty Ltd (ACN 147 724 409) respects the privacy of your personal information and is committed to complying with the *Privacy Act 1988* in relation to the collection, distribution, storage and/or use of this information that may be obtained as part of our business operations. Safe Journey Australia Pty Ltd has a set of procedures and guidelines in place to ensure that the protection of our customers' personal information is paramount.

This privacy policy outlines:

- The types of personal information that we may collect
- How the personal information is collected and held
- Purposes for handling and storing personal information
- Disclosure of personal information to third parties
- Procedures to access, correct or remove personal information held by us

### **Types of personal information that we may collect**

Safe Journey Australia Pty Ltd may collect personal information from our customers in the form of payment details, names and contact details including telephone contact, residential address, email address and/or fax number. In the case of a booking we may collect further information including, but not limited to, all the information above plus details such as emergency contacts, age, gender, intended dates and destinations.

### **How the personal information is collected and held**

The personal information that we collect may be obtained by the completion of online or physical forms by our customers, telephone communications, face-to-face conversations, email messages or by third parties.

### **Purposes for handling and storing personal information**

Safe Journey Australia Pty Ltd takes reasonable steps always to ensure the secure handling and storage of the personal information that we obtain. We have electronic databases in use that store customers' personal information securely. These databases are used only by the staff that are deemed to have the necessity to use them for carrying out their individual roles. In some cases, personal information may be stored in hard copy format specifically where booking forms are completed by customers. Safe Journey Australia Pty Ltd staff are all trained to ensure their information handling and storage processes are, always, in accordance with our privacy procedures.

### **Disclosure of personal information to third parties**

Safe Journey Australia Pty Ltd does not routinely disclose our customers' personal information to third parties unless it is required by law or where it is necessary to provide you with the products or services you require.

### **Procedures to access, correct or remove personal information held by us**

Upon your request we will provide you with access to any of your personal information that we hold, unless in very limited circumstances where the disclosure of such is denied by law. We will require proof of identity wherever there is a request for the access of a customers' own private information to ensure the confidentiality of all customers' information. We will take any reasonable step to ensure the accuracy of the information that we store and will update information as requested to maintain this. If you request Safe Journey Australia Pty Ltd deletes any of your personal information held by us we will take all reasonable steps to do so unless we are required to keep such information for legal reasons or as legal records.

### **Further information**

Safe Journey Australia Pty Ltd reserves the right to review and amend our privacy policy as we see fit in response to the evolution of our business. In the case of a change to our policy an updated version will be published to our website. The new or amended privacy policy will apply between our business and customers regardless of whether we have specifically advised you.

If you have any questions or concerns with regards to our privacy policy and practices, Safe Journey Australia Pty Ltd can be contacted in writing at :

#### **PRIVACY OFFICER**

**Safe Journey Australia Pty Ltd**

**PO Box 9399**

**Wilsonton Qld. 4350**