

# PRIVACY STATEMENT

**Colleen Nordstrom Tours** is committed to providing a quality service to you. This statement outlines our Personal Information management obligations to you.

We have adopted the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988 (Cth)*. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

## WHAT IS PERSONAL INFORMATION?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information include: names, addresses, email addresses, phone and facsimile numbers.

## HOW WE COLLECT PERSONAL INFORMATION

This Personal Information is obtained in many ways including via telephone, email, our website and website forms, face to face communication, paper forms, various correspondence, cookies and from third parties. We are unable to guarantee website links or policy of authorised third parties.

## WHY DO WE COLLECT PERSONAL INFORMATION?

We endeavour to meeting your needs over the course of providing services to you – this is a central part of our business. We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing or marketing list at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## WHAT WE COLLECT

We may collect Personal Information about you when it is reasonably necessary for, or directly related to, our functions or activities.

The kinds of personal information we may collect includes, but is not limited to:

- Name
- Address
- Date of birth
- Gender
- Contact details
- Employment status
- Citizenship and visa status
- Passport and travel movements
- Health and welfare
- Disabilities
- Information about your family or related persons

### **SENSITIVE INFORMATION**

Sensitive information is defined in the *Privacy Act 1988 (Cth)* to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us in the following circumstances:

1. For the primary purpose for which it was obtained;
2. For a secondary purpose that is directly related to the primary purpose;
3. With your consent; or
4. Where required or authorised by law.

### **THIRD PARTIES**

Where reasonable and practicable to do so, we will collect your Personal Information exclusively from you. However, in some circumstances we may be provided with information by third parties. In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### **DISCLOSURE OF PERSONAL INFORMATION**

Your Personal Information may be disclosed in a number of circumstances including:

1. By third parties where you consent to the use or disclosure; and
2. Where required or authorised by law.

### **SECURITY OF PERSONAL INFORMATION**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of seven (7) years.

## **ACCESS TO YOUR PERSONAL INFORMATION**

You may access the Personal Information we hold about you and may update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

We will not charge any fee for your access request. However, we may charge an administration fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we will require identification from you before releasing the requested information.

To obtain information, you may contact us by email or post. We aim to respond within 30 days, however if the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

## **MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION**

It is important to us that your Personal Information is up-to-date. We will take reasonable steps to make sure that your Personal Information is up-to-date, accurate and complete. If you find that the information we have is not up-to-date, accurate or complete, please inform us as soon as is practicable so that we may update our records and ensure we can continue to provide quality services to you.

## **UPDATES TO THIS STATEMENT**

This Statement may change from time to time and is available on our website.

## **PRIVACY STATEMENT COMPLAINTS AND ENQUIRIES**

If you have any queries or complaints about our Privacy Statement, please contact us at [info@colleennordstrom.com.au](mailto:info@colleennordstrom.com.au).