

Privacy Policy

About this policy

Purpose:

This Privacy Policy governs how The Travel Curators collects, uses, maintains and discloses information collected from you by The Travel Curators. This Privacy Policy applies to the website, travel registration pages, travel platforms and all products and services offered by The Travel Curators.

Changes to this policy:

The Travel Curators has the discretion to update this Privacy Policy at any time. When we do, we send notification to our registered recipients on our databases. We encourage you to frequently check our website for any changes to stay informed about how we are helping to protect the personal information we collect.

Your acceptance of these terms:

By using The Travel Curators website and online travel registration pages, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our site. Your continued use of the site following the posting of changes to this policy will be deemed as your acceptance of those changes.

Application:

All staff must comply with this policy. This policy covers all interaction with customers, concerning matters that are under the business's control and management.

Authorisation and review:

This policy was authorised by the Managing Director of The Travel Curators and will be reviewed every 2 years.

Location:

The policy is located on The Travel Curators website (staff access area).

Definitions:

Privacy in Australia is governed by the *Privacy Act 1988* (Cth) which also includes thirteen Australian Privacy Principles (APPs). This legislation relates to the protection of an individual's personal information.

The following definitions clarify the terms and words that are specific to this policy.

Table 1 – Definitions

Term	Definition
Personal information	Personal information is defined in the Act as 'information or an opinion about an identified individual, or an individual who is reasonably identifiable.
Identification information	The <i>Privacy Act 1988</i> (Cth) defines identification information about an individual as information including their: <ul style="list-style-type: none">• full name• alias or previous name/s• date of birth• gender• current or last known address and previous two (2) addresses• current or last known employer• driver's licence number (if one held).
Sensitive information	The <i>Privacy Act 1988</i> (Cth) defines sensitive information about an individual as: <ul style="list-style-type: none">• information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political associations, religious beliefs, philosophical beliefs, memberships, sexual orientation or practices, criminal record• health information• genetic information• biometric information.
Employee record	The <i>Privacy Act 1988</i> (Cth) defines an employee record as a 'record of personal information relating to the employment of the employee'. This can include, but is not limited to the employee's: <ul style="list-style-type: none">• engagement, training, disciplining or resignation• termination information• terms and condition of employment• personal and emergency contact details• performance or conduct• hours of employment• salary or wages• membership of a professional or trade association• trade union membership• recreation, long service, sick, personal, maternity, paternity or other leave• taxation, banking or superannuation affairs.

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1. Policy

1.1 How is my personal information collected?

The Travel Curators may collect personal identification information from you in a variety of ways, including, but not limited to:

- when you visit our website
- register on the site or for a travel event
- attend a virtual event
- subscribe to our updates
- respond to a survey
- fill out a form
- in connection with other activities, services, features or resources we make available on our site.

You may be asked for, as appropriate, your name, email address, phone number, address, gender and age range. We won't collect any sensitive information from you (such as religious beliefs, sexual orientation or criminal records).

1.1.1 How will I know my personal information has been collected?

Generally, the type of personal information The Travel Curators needs to collect about you is that information needed to facilitate your travel arrangements and bookings and to arrange travel-related services and products on your behalf.

The Travel Curators may collect details such as your:

- name
- residential address
- mailing address
- telephone number
- email address
- credit or debit card details (including card type, card number, security number and expiry date)
- passport details
- frequent flyer details
- information about your dietary requirements and health issues (if any)



- other details relevant to your travel arrangements or required by the relevant travel service providers (for example, airlines, accommodation or tour providers).

1.1.2 What if I don't want to give you my personal information?

You may visit our site anonymously. We will collect personal identification information from you only if you voluntarily submit such information to us. You can always refuse to supply personal identification information, except that it may prevent you from registering for events or engaging in certain online related activities.

1.2 How is my personal information used?

The Travel Curators may collect and use your personal information to:

1.2.1 Improve customer service

The information you provide helps us respond to your customer service requests and support needs more efficiently.

1.2.2 Personalise user experience

We may use information in the aggregate to understand how our clients, travel event attendees and other stakeholders experience the product and services provided by The Travel Curators.

1.2.3 Improve our site

We may use the feedback you provide to improve our products and services.

1.2.4 Process payments

We may use the information you provide about yourself when paying for a service. We do not share this information with outside parties except to the extent necessary to process the payment.

1.2.5 Send periodic emails

We may use the email address to send you information and updates relating to the event you have requested for or the services we are providing to you as a client of The Travel Curators. It may also be used to respond to your enquiries, questions, and/or other requests. If you decide to opt-in to our mailing list, you will receive emails that may include company news, updates, related product or service information. If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.



1.3 How is my information protected?

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our website and event registration pages.

Sensitive and private data exchange between our website and event registration pages, and you, occurs over an SSL secured communication channel and is encrypted and protected with digital signatures. Our sites also comply with the Payment Card Industry Data Security Standard to create as secure an environment as possible for you.

1.4 Is my personal information used or shared for direct marketing?

We do not sell, trade, or rent your personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification with our business partners, trusted affiliates and advertisers for the purposes outlined above.

We may use your personal information to keep you informed about our products and services. You can opt-out of receiving direct marketing information from us at any time.

1.5 Is my personal information likely to be disclosed to overseas recipients?

We do not currently share information with entities located in other countries. If we did, we would require these external organisations to comply with the Australian Privacy Principles.

1.6 How can I update my personal information?

We realise that your personal information may change, such as when you move house. In most cases, you can change your details over the telephone or via The Travel Curators website.

1.7 How can I find out about the personal information held about me?

You have the right to access the personal information that we hold, with some exceptions. The Travel Curators can refuse your request in certain circumstances, such as, giving access:

- would have an unreasonable impact on the privacy of other individuals
- is likely to interfere with law enforcement activities.

To make a request, you need to complete a form, which can be obtained by contacting us.

