

Privacy Policy

Last Updated: February 14 2016

This privacy policy (“Privacy Policy”) is intended to inform you about how South Coast Retreat Pty Ltd (“South Coast Retreat”, “we”, “us” or “our”), collects and uses your personally identifiable information (“PII” or “Personal Information”) and other information through our website www.southcoastretreat.com (the “Website”).

South Coast Retreat manages Personal Information in accordance with the *Privacy Act 1988* (Cth) (“**Privacy Act**”) and the Australian Privacy Principles (“**APP**”) contained therein (in Australia).

This Privacy Policy outlines the types of Personal Information that we may collect, how that Personal Information will be used, disclosed, transferred and stored and sets out the measures that we take to comply with the Privacy Act.

How can the terms of the Privacy Policy be modified?

We reserve the right to change, modify, alter or otherwise update how we handle the information we collect and process through the Website, and to modify this Privacy Policy, at any time. You agree to review this Privacy Policy periodically to be aware of any such modifications. We will indicate that changes to the Privacy Policy have been made by updating the date indicated after “Last Updated” at the beginning of the Privacy Policy. We will be happy to provide you with prior versions of this Privacy Policy upon your written request to us. If you do not agree to abide by the initial version or any modified and then-current version of this Privacy Policy, then you are not authorized to use the Website. The current version of the Privacy Policy is accessible via the footer of the Website’s homepage.

How does the Website work?

The Website enables Website users (each a “user” and collectively “users”, and when such user specifically refers to you then “you”, “your”, “yours” or “yourself”) to utilize various functionality of the Website, including the ability to purchase products and services through the Website. By using the Website, you consent to the collection and use of your PII and other information by South Coast Retreat as described in the Privacy Policy.

South Coast Retreat views the protection of your privacy as an important responsibility. We are committed to protecting the PII you submit to us through the Website.

If you access our websites or any mobile applications (“apps”), we may collect additional Personal Information about you including:

- server address / IP address;
- date and time of visit;
- pages visited;
- documents downloaded;
- the site you visited prior to visiting our website;
- the browser that you are using to access our website;
- if you have visited our website before;
- tracking user preferences;
- location data.

In addition, our websites, apps and social media sites use cookies. The main purpose of cookies is to monitor usage of our websites, apps and social media posts to prepare customised web pages so that we may serve you more effectively. You may wish to configure your browser so that it does not accept cookies, however you may not be able to access some functions on our websites or apps if these are disabled.

What Personal Data Is Collected?

At various times, we will be obliged to ask you for information about you and/or members of your family, such as:

- Contact details (for example, last name, first name, telephone number, email, home address)
- Your credit card number (for transaction and reservation purposes)
- Your arrival and departure dates
- Your questions/comments, during or following a stay in one of our establishments.

Why do we collect your Personal Data?

We will only collect and hold Personal Information about you that is reasonably necessary to undertake our business activities and functions, or as otherwise permitted by law.

How will we use your information?

We collect your personal data for the following purposes:

- Managing your stay - providing products and services as ordered or requested
- Managing the loyalty program
- Managing suggestions for improvements and management of complaints

- to help provide services to you;
- to send you our newsletter if you have signed up to receive it;
- to check whether you are eligible for a competition and to contact you if you win;
- to comply with the law; or
- otherwise as we feel is reasonably necessary to prevent illegal activity or to protect our interests.

Will we share your personal information with anyone else?

Yes, but only if:

- we are required to do so to comply with the law or with the directions of the courts or other authorities;
- we feel it is reasonably necessary to prevent illegal activity or to protect our interests; or
- you have consented to us doing so in writing.

Is your personal information secure?

We follow strict security procedures as to how your PII is stored and used, and to try to prevent any unauthorized access or use of it. All PII you submit to us through the Website will be located behind a firewall. We take security extremely seriously, but as no system is 100% secure we can't completely guarantee the protection of your PII, any more than any other organization can. So we can't accept any liability for the loss, theft or misuse of PII which you've provided to us via the Website if there is a security breach.

Use and Disclosure

In order to provide products and services to you we may disclose your Personal Information to:

- service providers, contractors, agents or other business partners who assist us in providing our products and services to you;
- external providers of services where you have engaged us to act as your agent;
- other service providers, who provide the various services that you have requested and we have arranged;
- our professional advisers;
- an entity to whom we are required to disclose such information under law;
- other parties with your consent or direction.

We will only provide such Personal Information to those third parties as required to provide our products or services, unless otherwise authorised by you or required under law.

Do we provide links to other websites?

The Website contains links to other websites. Obviously, we don't have any control over them and take no responsibility for any information you give them. Other websites have different privacy and security policies, which we advise you to read. Once you visit another website, you are subject to the provisions of the privacy policy of such website and not by the Privacy Policy.

Social Media

We make use of plugins to allow following our accounts easily, sharing content and to display the latest information for South Coast Retreat. Twitter, Facebook and Instagram makes use of cookies to improve their own service.

Cookies for Content

We may include content from other websites in our updates, most notably YouTube videos. When we do this, YouTube may store cookies in order to track how people are watching its videos through the Website.

Our privacy policy may change from time to time.

We constantly review our policies and procedures to keep up-to-date with changes in law, technology and the needs of our guests and we may change this policy from time to time.

Can you complain about a breach of your privacy?

You may lodge a concern or complaint with us by writing to the General Manager. Additional Privacy Information For additional information on privacy visit the Australian Federal Privacy Commissioner's website: www.privacy.gov.au.

Talk to us

If you have any queries, comments or complaints regarding this privacy policy, please just get in touch. You can contact us at info@southcoastretreat.com or write to us at PO Box 67, Greenwell Point, NSW, 2540.