



## PRIVACY POLICY

### OUR COMMITMENT

We, the staff at Live It Tours, value our clients' right to privacy and are committed to protecting your personal information. We are proud to adhere to the National Privacy Principles and the Privacy Act 1988 (Cth).

This document sets out our policies for managing the personal information we collect from you.

### PERSONAL INFORMATION WE COLLECT FROM YOU

We would generally collect your name, address, telephone number and other contact details as well as bank account details, your date of birth and other information that is deemed necessary.

### COLLECTING YOUR PERSONAL INFORMATION

We collect, update and use personal information about you for the following reasons:

- to provide you with the service you requested;
- to bill you and collect overdue payments;
- for regulatory reporting and compliance;
- for marketing purposes;
- to communicate with you; and
- for internal accounting and administration.

### HOW YOUR PERSONAL INFORMATION IS STORED

We store personal information in a combination of off and onsite secure computer storage facilities, paper based files and other records.

### WHEN WE USE AND DISCLOSE YOUR PERSONAL INFORMATION

There are instances when we may disclose personal information to organisations. These instances are:

- organisations involved in providing, managing or administering the product or service you require such as cruise agents, airlines, car rental companies, suppliers, tour operators;
- other external organisations who provide us with support services such as processing applications or orders, marketing support and research as well as debt collection;
- to comply with our legal obligations;



## UP-TO-DATE INFORMATION

We aim to ensure that all the personal information we collect is accurate, complete and up-to-date. Should your personal information change or not be accurate please contact us so that we can provide you with efficient and accurate service.

## GAINING ACCESS TO YOUR PERSONAL INFORMATION

If you request it we will provide you with a copy of the personal information we hold about you in accordance with our obligations under the Privacy Act. We may charge a fee to retrieve this information.

## CONTACTING US

If you have any questions about our policy or if you wish to update or access the information we hold about you, wish to make a related complaint or to receive a copy please contact us at:

### **Live It Tours**

**Address:** PO Box 678, Mooloolaba QLD, Australia 4557

**Email:** [enquires@liveittours.com.au](mailto:enquires@liveittours.com.au)

**Website:** [www.liveittours.com.au](http://www.liveittours.com.au)