



Holiday Apartments

Privacy and Information Security

Privacy Policy

1. Collection of Personal Information

The types of personal information we collect will depend on your interaction with us, your relationship with us, the services we provide, and our legal obligations. We may collect:

- Your name
- Mailing or street address
- Email address
- Telephone number
- Any additional information you provide directly through our websites, social media, representatives, or other means.

2. Methods of Collection

We collect personal information directly from you through various means, including:

- Your access and use of our website
- Correspondence (telephone, email, or letter)
- Conversations with our representatives
- Contracting with us or completing application forms
- Entering competitions, promotions, or requesting information
- Completing surveys, providing feedback, or lodging complaints.

We may also collect information from third parties, such as:

- Your representatives (lawyers, accountants, and financial advisors)
- Publicly available sources or other organisations with your consent.

3. Purpose of Collection

We collect personal information to perform our business activities, provide customer service, and for the following specific purposes:

- Providing services and sending requested communications
- Answering inquiries and providing information about existing and new services
- Assessing and improving website performance
- Administrative, marketing (including direct marketing), planning, product/service development, quality control, survey, and research purposes for our related entities, contractors, and service providers
- Updating our records and contact details
- Processing and responding to complaints
- Complying with laws, rules, regulations, and governmental directions.

Cookies: Our website uses cookies to track site usage, user navigation, and customise site information. You can adjust your browser settings to refuse cookies, but this may affect your user experience.

Online Forms: When you submit information via online forms for inquiries, we collect details like your name, email address, property details and personal interests. Mandatory fields are clearly marked.

4. Disclosure of Information

We may disclose your personal information to:

- Our employees, related entities, contractors, and service providers for website operation, business purposes, fulfilling requests, and providing services (including web hosting providers, IT administrators, mailing houses, couriers, payment processors, data entry services, electronic network administrators, debt collectors, and professional advisors).
- Suppliers and other third parties with whom we have commercial relationships for business, marketing, and related purposes.
- Any organisation for authorised purposes with your express consent.

6. Data Security

We store personal information in electronic databases and take reasonable steps to protect it from unauthorised access, disclosure, modification, misuse, interference, and loss. Our security measures include:

- Physical security measures at our premises
- Secure storage environments for electronic and hard copy information

- Industry-standard security measures, such as restricted access, data encryption (in transit and at rest), and password protection
- Computer and network security measures (systems access, firewalls, and data encryption).

Our employees are required to maintain the confidentiality of personal information.

7. Access and Correction

You can contact us to access, update, or correct your personal information. We aim to ensure that the information we collect is accurate, complete, and up-to-date. You may be required to submit your request in writing and verify your identity for security reasons.

8. Opt-Out Options

You have the option to opt-out of marketing communications via unsubscribe links in the communications you receive.

9. Complaints Process

If you have concerns about our handling of your personal information or believe we have not complied with this Privacy Policy or the Privacy Act, please contact us. Our Privacy Officer will investigate the complaint and determine the appropriate steps. If you remain dissatisfied, you can make a formal complaint to the Office of the Australian Information Commissioner (OAIC):

- Phone: 1300 363 992
- Web: www.oaic.gov.au
- Address: GPO Box 5288 Sydney, NSW 2001

10. Updates to this Policy

This Privacy Policy replaces any previous policies. We reserve the right to revise this Privacy Policy from time to time.

11. Contact Information

For any questions, concerns, or requests regarding this Privacy Policy, please contact us at:

1. Accuracy: While we make every effort to ensure the accuracy of the information presented, we cannot guarantee that all details are entirely error-free or up-to-date. Information may be subject to change without notice.
2. No Warranty: We make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability of the information, products, services, or related graphics contained in our marketing materials for any purpose.

3. Professional Advice: The information provided in our marketing materials is for general informational purposes only. It is not intended as professional advice and should not be relied upon as such. For specific advice related to your circumstances, please consult a qualified professional.
4. Limitation of Liability: In no event will we be liable for any loss or damage including, without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of our marketing materials.