



Privacy Policy (Ormina Tours)

Overview

Ormina Tours respects and upholds your right to privacy protection under the Privacy Act 1988 as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (**Privacy Act**) and any similar state or territory legislation applicable to Ormina Tours' operations.

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1. Purpose of this Policy

This policy describes how Ormina Tours manages any personal information about you that it (and its related entities) may collect and hold. This is set out in a question and answer format.

2. The Policy

What kinds of personal information about me does Ormina Tours collect and hold?

Ormina Tours may collect and hold the following kinds of personal information about you:

- Name, address, telephone number and email address.
- Transaction details associated with your purchases from Ormina Tours including credit card details.
- Any information you provided to Ormina Tours through loyalty programs or customer surveys
- Details of your use of Ormina Tours' website including your server address, domain name, type of browser, date and time of your visit and pages accessed.
- Any additional information provided to Ormina Tours, its related entities and/or its service and/or support centre.

How does Ormina Tours collect and hold personal information about me?

Ormina Tours may collect personal information about you when you purchase services from Ormina Tours, when you contact Ormina Tours with an enquiry, when you submit an employment, application, through Ormina Tours' website or social media platform, when you enter a competition or other promotion, when you join a loyalty program or our mailing list or complete a customer survey or when you have any similar dealings with Ormina Tours.

Ormina Tours may hold personal information about you electronically and in hard copy records.

Ormina Tours takes all steps as are reasonable in the circumstances to destroy or de-identify personal information that it no longer needs and is not required by law to retain.

Ormina Tours takes all steps as are reasonable in the circumstances to protect personal information that it holds from misuse, interference and loss and from unauthorised access, modification and disclosure.

For what purposes does Ormina Tours collect, hold, use and disclose personal information about me?

Ormina Tours may collect, hold, use and disclose personal information about you for the following purposes:

- To assist in providing services to you.
- To communicate promotional offers and special events.
- For Ormina Tours' internal administrative, marketing, planning, services development and research requirements
- To assist with any calls you make to Ormina Tours or its service and/or support centre.
- For any purpose made known to you at the time of collection of your personal information.

Ormina Tours will not disclose personal information about you to any person except on a confidential basis to agents, advisers and suppliers that Ormina Tours uses in the ordinary operation of Ormina Tours' business, such as for data processing, printing or mailing or as required by law.

At any time you may opt out of receiving any communications from Ormina Tours by contacting the relevant person referred to under the heading "Miscellaneous" in writing (the "Privacy Officer"). If at any time you provide the personal information of another person to Ormina Tours then you must ensure that that person has read and understood this policy and separately consents to that personal information being collected and held by Ormina Tours for the above purposes.

How can I access and/or seek the correction of personal information about me that Ormina Tours?

You may request access to personal information Ormina Tours holds about you by writing to the Privacy Officer at the address below. Where Ormina Tours holds information that you are entitled to access, Ormina Tours will endeavour to provide you with a suitable range of choices as to how you access it (eg. emailing or mailing it to you).

If you believe that personal information Ormina Tours holds about you is incorrect, incomplete, out of date, irrelevant, misleading or inaccurate, then you may request that Ormina Tours correct it. If Ormina Tours is satisfied that the information requires correction, it will take such steps (if any) as are reasonable in the circumstances to correct such information having regard to the purpose for which the information is held. If requested by you, Ormina Tours will also notify any other entity that Ormina Tours has disclosed that information to, that the information has been corrected. If Ormina Tours refuses to correct the information as requested by you, then Ormina Tours will give you a written notice which sets out the reasons for the refusal (except to the extent that it would be unreasonable to do so), the mechanisms available to complain about the refusal and any other matter proscribed by the Privacy Act.

How can I complain about a breach of the Privacy Act and how will Ormina Tours deal with such a complaint?

If you consider that Ormina Tours has breached the Privacy Act, you may complain to Ormina Tours by writing to the Privacy Officer at the address below within six months of the date of the alleged breach. You must specify full details of the alleged breach. The

Privacy Officer will investigate the complaint and advise you in writing of the outcome of the investigation within 60 days of receipt of the complaint. If Ormina Tours has breached the Privacy Act, it will endeavour to rectify the breach in an appropriate manner.

Is Ormina Tours likely to disclose personal information about me to overseas recipients? If so, which countries are those recipients likely to be located in?

Ormina Tours may disclose personal information about you to overseas recipients [for e.g. data storage/processing/marketing] however it is not practicable to specify the countries those overseas recipients are likely to be located in.

Miscellaneous

- In this policy “personal information” has the same meaning as under the Privacy Act.
- Any questions or complaints about this policy or the management of any personal information about you by Ormina Tours should be made in writing to the address below.

If the query relates to a customer: For all other queries:

Client Relationship Manager
Ormina Tours
PO Box 640
North Sydney, NSW 2059

This policy represents Ormina Tours' policy as at 22 March 2015. Ormina Tours may change this policy from time to time by updating the policy that appears on its website.