

PRIVACY POLICY

1. Commitment to privacy

Alison Wendy Melvin trading as Forest Explorers (ABN 24 483 432 325) of 156 Throssell St, Collie WA 6225 (**Forest Explorers**) is committed to managing personal information in accordance with the Australian Privacy Principles under the *Privacy Act 1988* (Cth) and in accordance with other applicable privacy laws (**Privacy Laws**).

Forest Explorers' respect for customers' right to privacy of their personal information is paramount.

This document sets out Forest Explorers' policies for managing your personal information and is referred to as Forest Explorers' **Privacy Policy**.

2. What information do we collect about you?

The kind of personal information that we collect from you will depend on how you use the website, purchase Forest Explorers' services, and or communicate with us for any other purpose.

The types of personal information that we may collect vary depending on the circumstances of collection and the kind of service that you request from us, but will typically **include**:

- (i) your name, e-mail, postal address and other contact details;
- (ii) your credit card details; and
- (iii) any additional personal information you provide to us, or authorise us to collect.

You can always decline to give us any personal information we request, but that may mean we cannot provide you with some or all of the services and or products you have requested.

3. How and why do we collect and use your personal information?

We collect personal information reasonably necessary to carry out Forest Explorers' business, including providing Forest Explorers' services. We may collect information to fulfill administrative functions associated with Forest Explorers' business.

The purposes for which we usually collect and use personal information depends on the nature of your interaction with us, but may **include**:

- (a) whenever you input such information into Forest Explorers' website;
- (b) processing your booking of Forest Explorers' products or services; and
- (c) responding to inquiries and complaints.

Commented [A1]: Please confirm what personal information you will be collecting? Personal information is generally information that can be used to identify a person.

As indicated in i, ii & iii.
incl telephone number.

Medical information

Commented [A2]: Please confirm how and why you will be collecting personal information?

correct a, b & c via Booking Systems, medical emergency contact details, dietary requirements medical issues that may impact your walking abilities & allergies post tour .permission request at the commencement of a tour and trail transfer for social media

We also collect and use personal information for marketing purposes and to improve Forest Explorers' delivery of services.

Forest Explorers' website uses cookies. A "cookie" is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content. We collect certain information such as your device type, browser type, IP address, pages you have accessed on Forest Explorers' websites and on third-party websites and information regarding collective age, gender and interest demographics. You are not identifiable from such information.

You can use the settings in your browser to control how your browser deals with cookies. However, in doing so, you may be unable to access certain pages or content on Forest Explorers' website.

Forest Explorers' website may contain links to third-party websites. We are not responsible for the content or privacy practices of websites that are linked to Forest Explorers' website.

4. How do we hold information?

We store information in paper-based files or other electronic record keeping methods in secure databases (including trusted third party storage providers based in Australia and overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

We take steps to destroy or de-identify information that we no longer require.

5. How do we use and disclose personal information?

The purposes for which we may use and disclose your personal information will depend on the services we are providing to you. We may also use and disclose personal information for a range of administrative, management and operational purposes.

We may disclose information to third parties we engage in order to provide Forest Explorers' services, including contractors and service providers.

We may use or disclose your personal information for the purpose of informing you about Forest Explorers' services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

We may use and disclose your personal information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

Commented [A3]: Does this apply to your website?

no - we do not use cookies.

Commented [A4]: Are you linking to and 3rd party websites?

Rezdy Booking system

Commented [A5]: How are you storing personal information? All personal information should be securely stored (physical and online)

Correct, out of public view and duty of care to keep this information private and confidential.

Commented [A6]: Will you be using personal information for marketing? We suggest opt out and unsubscribe options.

Yes have unsubscribe options available email marketing and verbal confirmation prior to departing for tour.

6. Do we disclose your personal information overseas?

We are an Australian organisation and work with clients, service providers, sponsors and commercial interests predominantly in Australia. Your personal information will not be disclosed to recipients outside Australia unless you expressly request us to do so. If you request us to transfer your personal information to an overseas recipient, the overseas recipient will not be required to comply with the Australian Privacy Principles and we will not be liable for any mishandling of your information in such circumstances.

Commented [A7]: Will you be disclosing personal information overseas? If yes where and for what purpose?

Photography only, marketing

7. How can you access or seek correction of your personal information?

You may obtain access to the personal information we hold about you in certain circumstances, and request that we correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us as set out below.

8. What should you do if you have a complaint about the handling of your personal information?

You may contact us if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy at the contact details set out below.

If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

9. General

We may amend this Privacy Policy from time to time, with or without notice to you. An updated version of this Privacy Policy will be maintained on Forest Explorers' website.

Forest Explorers' contact details are:

Alison Melvin: **0427 981 187 / info@forestexplorers.com.au**

This Privacy Policy was last updated on [date] **March 2023**