

PRIVACY POLICY

Introduction

This Privacy Policy ("Policy") explains how OTH Tours protects the privacy of your personal information.

What is personal information?

Personal information is information or an opinion, in any form (whether true or not) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Manner of collection of personal information

Where practical OTH Tours will collect personal information directly from you. Generally this will be when you contact us by telephone, email or in person or when you make a holiday booking with us or you visit our website. OTH Tours may request information about you when you purchase or make enquires about our tours. OTH Tours may also collect information when we invite you to complete surveys or provide us with feedback.

Personal information OTH Tours collect

Generally, the type of personal information OTH Tours collect about you is the information that is needed to facilitate your holiday booking arrangements and to provide information to airlines, hotels and other third party suppliers to you. For example, OTH Tours may collect details such as your name, mailing address, telephone number, email address, credit card number and expiry date, passport details, dietary requirements (if any) and health issues relevant to your travel arrangements. OTH Tours also collects information that is necessary for our business, including for example, financial details necessary in order to process various transactions and any other information you may elect to provide to us.

OTH Tours are required by law to obtain your consent to the collection of sensitive information. OTH Tours will assume that you have consented to the collection of all information which is provided to us for use in accordance with this Policy, unless you tell us otherwise.

When OTH Tours act as agent

OTH Tours may sell products and services to you that are provided by third party suppliers. This means that OTH Tours usually collect personal information about you, both for our internal purposes, and on behalf of the third party suppliers, for their internal purposes. Accordingly, the consent you provide under this statement to the collection of personal information by us, applies equally to the parties whose products and services OTH Tours sell.

OTH Tours deal with a number of other service providers both in Australia and abroad, so it is not possible for us to set out in this statement exactly how each of these companies will use your personal information, but we are happy to provide more specific information to you if you email your query to us at inquiries@overthehilltours.com.

Use of personal information

OTH Tours will use your personal information to provide you with travel and travel related products and services.

OTH Tours may use and disclose your personal information for the purposes for which it was collected, or for a related or ancillary purpose such as any one or more of the following purposes:

- Identification of fraud or error;
- Regulatory reporting and compliance;
- Developing, improving and marketing our tours;
- Servicing our relationship with you by, among other things, providing updates on promotions and services (including details of new up and coming tours) we think may interest you;
- Involving you in market research gauging customer satisfaction and seeking feedback regarding our relationship with you;
- For marketing activities; and
- Internal accounting and administration.

Disclosure of information to third parties

OTH Tours may disclose your personal information:

- as permitted or required by law;
- to various regulatory bodies and law enforcement officials and agencies to protect against fraud and for related security purposes;
- to our third party service providers as well as to our related entities ;
- to third parties such as airlines, hotels, car rental companies and other service providers for the purpose for which the information was collected or for a related purpose, for example to facilitate and process your travel arrangements; and
- to third parties who may involve you in market research for the purpose of servicing our relationship with you and improving the services OTH Tours provide.
- to third parties for the purpose of analysing trends in sales and travel destinations.

The third parties to whom OTH Tours disclose your personal information may also be taken to have collected your personal information in their own right, for their internal use.

Where OTH Tours engage third party suppliers to perform services for us those third party suppliers may be required to handle your personal information. Under these circumstances those third party contractors must safeguard this information and must only use it for the purposes for which it was supplied, although OTH Tours are not responsible for ensuring this.

Other than the above, OTH Tours will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Access and correction of personal information

Subject to the exceptions set out in the Privacy Act 1988 (Cth), OTH Tours invite you to access and correct any personal information we may hold on you. If OTH Tours deny access, we will provide you with the reason for such denial.

OTH Tours may recover from you our reasonable costs of supplying you with access to this information.

Should you no longer wish to receive information on promotions and services OTH Tours think may be of interest to you or participate in market research, kindly e-mail us on inquiries@overthehilltours.com.

Feedback / Complaints

OTH Tours welcome your inquiries or comments about our Policy. Should you have any comments or complaints please contact us at inquiries@overthehilltours.com

From time to time it may be necessary for us to review and revise this Policy. OTH Tours reserve the right to change our Policy at any time, should this occur the amendment would be posted on our website.