

# Privacy Policy

Kaiser Ridge - eco stay is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your personal information.

We have adopted the Australian Privacy Principles (APP's) contained in the Privacy Act 1988. The APP's govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

## **What is personal information and why do we collect it?**

Personal Information is information that identifies an individual. Examples of Personal Information we collect includes names, ages, addresses, email addresses, phone numbers, credit cards and banking details.

This Personal Information is obtained via our website and booking system, and via third parties. We do not guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, wherever possible, explain to you why we are collecting the information and how we plan to use it.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including the following

- Third parties where you consent to the use of disclosure.
- Where required or authorised by law.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

**Access to your Personal Information**

You may access the Personal Information we hold about you and to update or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. In order to protect your Personal Information we may require identification from you before releasing the requested information.

**Maintaining the quality of your Personal Information**

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or accurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

**Policy Updates**

This policy may change from time to time and is available on our website.

**Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our privacy policy please contact us at

Kaiser Ridge - eco stay  
564 Rifle Range Road  
Flaxman Valley SA 5235

[admin@kaiserridge.com](mailto:admin@kaiserridge.com)