



BULLO RIVER STATION

BULLO RIVER STATION PRIVACY & SECURITY POLICY

Bullo River Station is committed to the protection of your personal information, and hence abides to the National Privacy Principles that support the Australian Privacy Act 1988. We are a company that is ardent in ensuring that an individual's privacy and security of information is respected.

This policy covers:

- Information collected through our telephone, in-person and mail services
- Information collected through our online service (www.bulloriver.com.au)
- Information passed on by a travel agent or other third party booking provider
- Security of information held such as credit card details and contact information

Bullo River Station is dedicated to safeguarding your personal privacy. We recognise that you have a right to know how your personal information is collected and used. We know that providing personal information is an act of trust and we take that seriously. Unless you directly give us consent to do otherwise, Bullo River Station will only collect and use your personal information as set out in this policy.

We encourage you to please read this policy carefully so that you understand Bullo River Station's information handling practices.

Collection of Personal Information

We only collect personal information which is necessary in connection with our business purposes and to provide you with the services you require.

For travellers, the purposes for which we collect personal information include:

- to contact you, answer your queries and provide you with information in relation to travel options, accommodation and adventure activities; and
- when requested to do so, arrange and book travel, accommodation and adventure activities on your behalf, invoice you for confirmed travel arrangements, and to complete related transactions.

The specific types of personal information collected and used by us varies according to the purpose for collection. However, in general this information includes:

- in relation to travellers: your name, addresses, contact details (eg telephone number and email address), flight and other travel details, credit card details, billing address, dietary requirements (if any), any health issues that may be relevant to your proposed travel or adventure activity arrangements, and information regarding past transactions or dealings that we have had with you, including information about any special requirements that you may have; and
- We collect most of the personal information we require directly from you by way of written forms, by telephone, in person, by our representatives, via our websites, or by written correspondence from time to time. We may also collect personal information about you from third parties, such as people making travel

bookings on your behalf, or from travel agents, booking agents or travel representatives whom you have contacted regarding travel or accommodation arrangements.

It is important that we collect the information we require about you. Without this information, we may not be able to provide you with our travel and accommodation information and booking services.

Before providing us with personal information about another individual, you must first ensure that the other individual is aware of:

- the disclosure of their information to us and the purposes for which the information is collected and used by us; and
- the individual's ability to request access to the personal information that we hold about them, and to advise us if they think the information is inaccurate, incomplete or out-of-date.

The information that we collect about you may include some 'sensitive information' (eg. health information) which is relevant to your travel and activity plans. Under the Privacy Act, we are required to obtain your consent to the collection and use of any sensitive information. We will assume that you have consented to the collection, use and disclosure by us of any sensitive information which you provide to us for the purposes set out in this Privacy Policy, unless you tell us otherwise.

Use and Disclosure of Personal Information

We may use and disclose your personal information for the primary purpose for which the information was collected (see **Collection of Personal Information**), reasonably expected secondary purposes, where you have consented, and otherwise in accordance with the NPPs, including:

- to process and book your travel, accommodation and activity arrangements and to facilitate other transactions in relation to those arrangements (including without limitation disclosing your information to activity providers and other carriers and transport companies who will be providing you with goods or services in relation to your travel plans);
- where required or authorised by law;
- where disclosure is necessary to prevent a threat to life or health, to enforce the law, or to investigate a suspected unlawful activity;
- to provide information to agents, contractors and service providers that we engage to provide us with goods and services or to act on our behalf (the identity of which may change from time to time);
- to provide you with updates and other information from time to time about travel options, homestead details and availability, adventure activities that can be booked through our offices, the packages that we offer, and other information about the goods, services and activities offered by us or third parties. You may notify us by written notice addressed to our Privacy Officer at any time if you do not wish to receive this information.

Your information may be disclosed between Bullo River Station and any of their related companies, for the purposes set out in this Privacy Policy.

We will only transfer personal information outside of Australia in accordance with the NPPs including:

- with your consent;
- where we are under a contractual obligation (with you or another party) to do so, or there is some other benefit to the you; or
- where we are satisfied that the recipient of the information will uphold principles for the fair handling of personal information, and will not deal with the personal information in a manner inconsistent with the NPPs and this Privacy Policy.

Storage and Security of Personal Information

Bullo River Station will endeavour to take all reasonable steps to keep secure any information, which we hold about you, and to keep this information accurate and up to date. Your information is stored on secure servers that are protected in controlled facilities that can only be accessed by select senior staff who are authorised and trained in security and privacy laws. Credit card details will never be given to a third party or accessed by staff, other than those authorised to process payments in accordance with services agreed by the individual. Employees and data processors are obliged and trained to respect the confidentiality of any personal information held by Bullo River Station. However, as we cannot guarantee the security of communications over the Internet, we cannot give an absolute assurance that your information will be secure at all times. Whilst Bullo River Station will not be held responsible for events arising from unauthorised access to your personal information, in accordance with the Privacy Amendment (Notifiable Data Breaches) Act 2017, we guarantee to advise you of any breach to the data we hold. Any data breach will also be reported to the Office of the Australian Information Commissioner, as required by law.

Access and Correction

You may request access to any information that we hold about you by writing to our Privacy Officer at the address detailed below.

In accordance with the NPPs, we may deny access to requests for access to information in certain circumstances, including where:

- providing access would have an unreasonable impact upon the privacy of another individual;
- providing access to the information would be unlawful, or the law permits us to deny access; or
- in our opinion, the request is frivolous or vexatious.

Changes to Privacy Policy

This Privacy Policy is current as at February 2018. We may review and update this Privacy Policy from time to time to reflect changes in the law, changes in our business practices, procedures and structure, and the community's changing privacy expectations. While it is not generally feasible to notify you of changes to this Privacy Policy, the latest version of the Privacy Policy will be available on our website at www.bulloriver.com.au. You can also contact our Privacy Officer to obtain the latest version of the Privacy Policy at any time.

Point of Contact

To request access to any personal information held about you in our records, to make a privacy related complaint, to obtain more information about this Privacy Policy or to enquire about privacy matters generally, please contact our Privacy Officer as follows:

The Privacy Officer
Bullo River Station
PMB 94
Katherine NT 0852

We will correct any personal information held in our records which we consider is inaccurate, incomplete or out of date.