



**Red Door Tours trading as Authentic Global Travel Pty Ltd. (ABN 23 624 982 510)**

(‘we/us/our’) cares about your privacy and is committed to protecting your personal information in accordance with this policy and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) - which also includes the Australian Privacy Principles (‘APP’s’). The policy also accounts for the requirements of the General Data Protection Regulation (‘GDPR’) for those based in the European Union.

The purpose of this privacy notice is to set out the type of information that we may collect about you and the purposes for which we will use and/or disclose your personal information and how it should be treated.

We may change this privacy notice at any time. If we make any changes, they will be published on this page and you will have immediate access to the most up to date version of this privacy notice. We recommend that you check this page regularly.

We use the information we collect about you to maximise the services that we provide to you. We respect the privacy of the personal information provided by you, and the confidence you place in us by sharing the personal information.

At the end of this policy, we provide a variety of contact methods in which you may raise any concerns you might have with us.

**Use of cookies**

We use cookies to enhance the online experience for our members and users. However, our website is developed to provide you with a choice as to which cookies are collected.

Most commercial websites, including this website, use cookies. Cookies are pieces of information that websites send to the browser and are stored in the computer hard-drive. Cookies are designed to make using the website easier by storing information about your preferences on the website. This is our legitimate reason for using the same. Cookies will not identify you personally.

The essential cookies collected are listed as follows:

<b>Name</b>	<b>Domain</b>	<b>How Long</b>	<b>Use</b>
_gid	reddoortours.com.au	1 year	Used for tracking use of the website
_ga	reddoortours.com.au	1 year	Used for tracking use of the website
__atuvs	reddoortours.com.au	1 day	Used for linking addthis with social media for functionality

__atuvc	reddoortours.com.au	1 year	Used for linking addthis with social media for functionality
_derived_epik	reddoortours.com.au	1 year	Unknown

The non-essential cookies collected are listed as follows:

Name	Domain	How Long	Use
1P_JAR	.gstatic.com	1 day	Used by Google to track the usage of their services, and to otherwise optimise the website for a link with Google and Google Business.
1P_JAR	.google.com	1 day	
APISID	.google.com	2 years	
SAPISID	.google.com	2 years	
NID	.google.com	1 years	
HSID	.google.com	2 years	
SID	.google.com	2 years	
SSID	.google.com	1 day	
SIDCC	.google.com	1 day	
OTZ	apis.google.com	1 day	
DSID	.doubleclick.net	1 year	
IDE	.doubleclick.net	1 year	
MC_PLUMS_LOGIN	.mailchimp.com	1 day	
_mcid	.mailchimp.com	1 year	
MC_USER_INFO	.mailchimp.com	1 day	
MC_USER_PROFILE	.mailchimp.com	1 day	
OptanonConsent	.mailchimp.com	1 years	
optimizelyEndUserId	.mailchimp.com	1 year	
OptanonAlertBoxClosed	.mailchimp.com	1 years	
_zlcmid	.mailchimp.com	1 years	
_gcl_au	.mailchimp.com	1 years	
_ga	.mailchimp.com	2 years	
_auth	.pinterest.com	1 year	Used by Pinterest to track the usage of their services, and to otherwise optimise the website for a link with Pinterest.
_pinterest_ct_rt	.ct.pinterest.com	1 year	
_b	.pinterest.com	1 year	
_pinterest_pfob	.pinterest.com	1 year	
_pinterest_sess	.pinterest.com	1 year	
_ga	.pinterest.com	2 years	
pnodepath	.pinterest.com	1 year	
act	.facebook.com	1 day	
c_user	.facebook.com	1 day	
datr	.facebook.com	2 years	
fr	.facebook.com	1 year	
.facebook.com	.facebook.com	1 year	
presence	.facebook.com	1 day	
spin	.facebook.com	1 day	
sb	.facebook.com	1 day	

wd	.facebook.com	1 day	Used by add this to track the usage of their services, and to otherwise optimise the website for a link with add this.
_ga	.addthis.com	1 year	
_gid	.addthis.com	1 year	
bku	.addthis.com	1 year	
cw_id	.addthis.com	1 year	
km_ai	.addthis.com	1 year	
km_lv	.addthis.com	1 year	
loc	.addthis.com	1 year	
mus	.addthis.com	1 year	
na_id	.addthis.com	1 year	
na_tc	.addthis.com	1 year	
oid	.addthis.com	1 year	
ssc	.addthis.com	1 year	
uid	.addthis.com	1 year	
uvc	.addthis.com	1 year	

For more information on each of the cookies, please visit <https://cookiepedia.co.uk/>

If you would prefer not to receive cookies, you can alter your security settings on your web browser to disable cookies or to warn you when cookies are being used. However, by disabling the 'cookie' function in your web browser you may impede your ability to use parts of the website. We will only collect non-essential cookies from you if you provide your consent, which we will record.

In the event you do provide your consent, your personal information, as collected by the cookies described above may be shared with third parties, including Facebook and Google. On occasion, third parties may send you cookies that are beyond our control. These include social media related cookies such as Twitter, Facebook, and Vimeo, which allow users of our website to share content on those social media platforms. We would encourage you to consider the privacy policies of these social media platforms.

### **What is personal information?**

"Personal information" is information or an opinion relating to an individual that can be utilised to identify that person. For the purposes of this policy, personal information includes your information, and the information of others that you share with us.

### **Your personal information**

We may collect and hold personal information about you during the course of conducting our business, such as:

Your name;

Contact information, including telephone number, email address, or any address;

Job position or title;

Membership of associations, industry groups, boards or networking groups;

Your interests regarding travelling, including places you visit or have visited; and

If required from time to time, financial information (for example, if you advertise with us).

The type of personal information we collect and hold about you will vary depending on the nature and purpose of our relationship.

If the personal information you provide to us is inaccurate, or if you choose not to provide us with certain personal information, we may not be able to contact you, give you access to information you have requested or otherwise provide you with the outcome you require from us.

## **How we collect personal information**

Your personal information will be collected by us through the website or otherwise through our dealings with you. We will only collect personally identifiable information that you voluntarily provide. You may choose to provide us with personally identifiable information if, for example, you contact us with an enquiry, register on the website, subscribe to our articles or newsletters, fill out a survey or other form with your personal information included or request us to provide you with information or services. If you are a user, you will be required to provide us with your personal information to allow us to comply with our obligations to you.

Some examples of how we collect personal information includes:

Directly from the source to whom the personal information relates;

From referral partners, including other members or users whom you have provided consent to pass the personal information on to us;

From organisations about their employees and contractors;

From organisations about their customers and suppliers;

Marketing purposes, from events, seminars, business associates, potential new clients and other third party sources; and

Contact forms and subscription forms completed by visitors to our website.

We may collect certain information from visitors who access our website, including dates and time of access, IP addresses, browser type, operating system and domain names.

We also may collect information via analytics software that can track use of the website.

This analytic information can include navigation through the website, number of visits, duration of the visit and the areas of the website commonly used. This analytic information does not identify or disclose any personal information about the visitor and is utilised to improve performance of the website (see "Use of Cookies" above).

You can opt out of the collection of this personal information.

This personal information can also assist us in preventing or detecting fraud or abuses of the website, which is a legitimate purpose. By visiting our website, you are accepting and consenting to the collection of this information. The information we collect in this way will not personally identify you, unless you expressly allow.

## **Use and disclosure of personal information**

We use personal information collected for a number of reasons. Broadly, the reason we collect personal information, and the sole reason for its use, is for the provision of travel services and guided travel services, however, we may use your personal information for marketing purposes from time to time. At all times, we only collect data that we have a legal ground for processing.

In agreeing to provide us with personal information, you consent for us to collect, use, disclose and store your personal information for the following purposes, which are related to the purpose for which you provided the information:

to conduct our business;

to provide information or market our services that may be of interest to you;

to communicate with you and manage our relationship with you;

to facilitate our internal business operations, such as for internal marketing analysis;

to comply with our legal obligations; and

to help us manage and enhance our services and our online community.

We will disclose your personal information for the purposes for which it was collected and related purposes. You consent that we may also disclose your personal information (subject to our professional obligations) to:

our employees and related entities;

Supplier that require the information so that we can provide our services (such as hotels, airlines, transportation companies)

Government organisations or in compliance with regulatory requirements;

any third parties who assist us in providing services or who perform functions on our behalf (such as mailing houses, specialist consultants, lawyers and barristers, logistics businesses, IT providers);

protection of the intellectual property rights of you, customers, third parties, or us;

to our external service providers, who assist us in operating our business (subject to the compliance with Australian Privacy Laws, and International Privacy Regulations);

courts, tribunals and regulatory authorities; and

anyone else who you authorise us to disclose it to.

We do not rent, share or trade personal information.

The personal information that we collect from you is limited to that which we require to obtain and store to provide our services to you. Notwithstanding this, you have a right to object to us processing this personal information. We will not continue to process any personal information unless we can demonstrate a legitimate ground that overrides your interest and rights or due to a legal claim.

### **Cross border disclosure**

We will not transfer any personal information to recipients that are not located in Australia, unless:

We have the consent from the individual to whom the personal information relates; and

It complies with Australian Privacy Laws or the GDPR, whichever is most appropriate.

However, if you elect to publish your Personal Information on our online community, you acknowledge and consent to it being disclosed to members or users in countries other than Australia.

### **Right to be Forgotten**

In consenting to this privacy notice, you are acknowledging that we have a professional obligation to retain your personal information for a period of seven (7) years insofar as it relates to our financial records, or whilst you remain a member of our community.

However, you may request that we refrain from contacting you using the personal information, and will not pass your personal information to any party, unless legally required during this period.

Requests can be made using the contact information provided in the Privacy Policy.

Non-Financial Personal Information can be 'Forgotten' upon request.

### **Security**

We may hold your personal information in different ways, including in hard copy or electronic form. We have measures in place to ensure that any personal information we hold is secure and protected from misuse, loss, fraudulent activity and unauthorised disclosure.

All information is held in a secure, electronic or physical manner. Information storage methods include access controlled premises or via electronic databases and customer relationship management databases that require logins and passwords.

In the instances where a secure connection is utilised, so too is Secure Socket Layer (SSL) technology. SSL is industry standard and ensures data transmission integrity, preventing any unauthorised access by an unauthorised party.

We take all reasonable steps to protect all personal information that we hold from misuse or unauthorised access.

### **Access, Portability and accuracy of information**

We endeavour to ensure that the personal information it holds about you is accurate and up-to-date.

You have a right to view and have a copy of, personal information about you that we hold at any time, unless we are permitted under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 or the GDPR to refuse access. If you are able to establish that personal information we are holding about you is not accurate, complete and up-to-date, please let us know and we will take reasonable steps to correct it so that it is accurate, complete and up-to-date.

You also have a right to the portability of the information that we retain. This means that you can request from us a copy of your information in a structured, commonly used and machine-readable format, transferred to you or another party.

If you wish to exercise your right of access and correction, please contact us using the details provided below. We may charge you a reasonable fee for processing your request to access your information. Identification will also be required to access personal information. At any time, you may opt out of receiving any communications from us. Please contact us using the methods provided with the policy.

### **Consent**

It is up to you whether you submit any other personal information regarding your identity when you use our website or other services. By providing your personal information you are deemed to have consented to the collection, use, disclosure and storage of that information as outlined in this privacy notice.

By accepting this privacy policy via the functionality provided on the website, which includes your continued use of the website and reading this privacy policy, you consent to our collecting of the personal information provided for herewith.

### **Grievance procedure**

If you wish to make a complaint about the way we have managed your Personal Information you may make that complaint verbally or in writing by setting out the details of your complaint to any of the following:

Our Privacy Officer:

Att: The Privacy Officer

nicole@reddoortours.com.au

Alternatively, complaints may also be referred to a number of services as set out below:

Australian Information Commissioner

The Australian Information Commissioner receives complaints under the Act. Complaints can be made:

Online: <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

By phone: on 1300 363 992

By fax: on +61 2 9284 9666

In writing:

Address your letter to the Australian Information Commissioner at the:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

OR

Office of the Australian Information Commissioner

GPO Box 2999

Canberra ACT 2601 NSW 2001

Alternatively, if you are based in the European Union, then you may lodge a complaint with your local National Data Protection Authority ('NDPA'). Your local NDPA can be found using the European Commission website at: <https://ec.europa.eu/>

### **How we will deal with your complaint**

The complaint will be investigated by us in accordance with our internal procedures and processes within 14 days of receipt of the same.

The complainant may be invited to participate in a conference by the staff member conducting the investigation. At the discretion of the Privacy Officer other interested parties may also be invited to participate in the conference to discuss the nature of the complaint and attempt to resolve it. This may include the presence or participation of a support person or advocate for the complainant.

The complainant will be provided with a response to their complaint within a reasonable timeframe after completion of any investigation. This response will be in writing and will include the outcome of the investigation, and any proposed action.

### **How to contact us**

If you wish to contact us about your personal information, to obtain further information about privacy or to lodge a complaint, you should contact our Privacy Officer at the following email address: [nicole@reddoortours.com.au](mailto:nicole@reddoortours.com.au)

For further information, please visit the Federal Privacy Commissioner's website at [www.privacy.gov.au](http://www.privacy.gov.au), or the European Commission's website at [https://ec.europa.eu/info/law/law-topic/data-protection\\_en](https://ec.europa.eu/info/law/law-topic/data-protection_en)