

# Privacy Policy

This following document sets forth the Privacy Policy for the Active Tours & Transfers website, [www.activetransfers.com.au](http://www.activetransfers.com.au)

Active Tours & Transfers is committed to providing you with the best possible customer service experience. Active Tours & Transfers is bound by the Privacy Act 1988 (Crh), which sets out a number of principles concerning the privacy of individuals.

Your privacy is our privilege. We are committed to protecting your privacy and ensuring the security of your personal information gathered by Active Tours & Transfers. The information you provide to Active Tours & Transfers solely for the use of providing you with a service. We do not sell any personal information or e-mail addresses to other companies or organisations.

Our privacy policy outlines the information we collect and explains how we use it.

## Collection of information

When enquiries are e-mailed to us, or details provided to us for access to our website, we store the question and the e-mail address information so that we can respond electronically. We will not obtain information that will allow us to personally identify you when you visit our site, unless you chose to provide such information to us.

If you have provided your Credit card information as part of the payment process, it is obtained and is used only to process your payment.

Our Web site has links to many other organisations. Once you follow a link to any other site, you are subject to that site's privacy policy and your information security and privacy are then out of our control.

What personal information do we collect and is the information disclosed to third parties?

We collect information that is required to meet our obligations to supply transfer services. This may include: name, address, email, telephone number(s), flight details and credit card details necessary in order to process various transactions and any other information you may elect to provide to us. This information is collected even if you cancel or do not complete the transfer.

For the purpose of providing the agreed service, it may be necessary for us to forward personal information to relevant third-party service providers. We often work in conjunction with other companies to provide services on our behalf, including but not limited to airport transfers and the processing of financial transactions. Those companies will be permitted to obtain only the personal information they need to deliver the service.

Information about individuals may be disclosed as permitted by law. If the requirement is needed, information may be shared with regulatory bodies and law enforcement officials when we believe that it is necessary to identify, contact or bring legal action against person/s or entities that may be causing injury to you, to us or to others, or any areas where we believe the law requires it.

## Use of your personal information

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalized content to you while you are at this Site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

Unless you indicate otherwise in the email or in a letter to us, Active Tours & Transfers will continue to provide you with information that we believe will interest you about our own products and promotions.

## Changes to this Privacy Policy

Active Tours & Transfers reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the Site.

## Accessing Your Personal Information

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. Cooloola Connections reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

## Feedback/Complaints

We value customers' enquiries or comments regarding our Privacy Policy. Should you have any comments or complaints please contact us at [res@activetransfers.com.au](mailto:res@activetransfers.com.au)

## Active Tours & Transfers

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