

# PRIVACY POLICY

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The privacy of individuals, especially our clients, is of utmost importance to World Marketing Travel & Tours. We view privacy as a serious matter and we strictly adhere to the National Privacy Principles and the Privacy Act 1988 (Cth) (as amended by the Privacy Amendment (Private Sector) Act 2000 (Cth)). This Privacy Policy Statement sets out our policies on how we manage personal information across our business, including data collected via our website, how we use it and under what circumstances, if any, we disclose it.

## **When do we collect Personal Information:**

We will collect personal information directly from you when;

- You request a quote, a product or a service
- When you subscribe to our newsletter
- If you use one of our online enquiry forms on our website
- If you make a complaint to us

The types of personal information we may collect from you include identification information such as name, date of birth, physical living address, email address, passport information, telephone numbers, and any membership program information that may be relevant to travel. We may also collect your credit card details, including expiry date, when you pay for services purchased through us.

We may also contact you from time to time to update your personal information. Any contact made by either telephone or email, we will correctly identify ourselves along with the purpose of requesting updated information.

## **How to we use your Personal Information:**

Your personal information may be used for the following purposes;

- To provide you with product or services
- To provide you with information on our products or services
- To collect and process payments through us or a third party such as our banking provider
- Arranging your travel products and services with third party suppliers such as airlines, accommodation and tour providers
- To provide you with information on products and services from our third party suppliers that are relevant to you
- To send mail or email to you containing your travel information, news or offers

## **How do we store your Personal Information:**

We store personal information in a combination of secure computer storage facilities, paper-based files and other records. We have taken a number of steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure.

We also take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

**When do we disclose your Personal Information:**

We will never sell, trade or otherwise transfer your personal identifiable information to any outside parties, nor do we provide identifiable information to other parties for marketing, advertising or other uses.. However, your personal information will be disclosed with trusted third parties who assist us in providing you with products or services, operating our website, conducting our business, so long as those parties agree to our operating policies and who comply with the requirements of the Privacy Act.

We may release your personal information if required to by law or to comply with the law, to protect WMT or other's rights, property or safety.

**Access to Personal Information:**

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, please contact us so that we can continue to provide you with our products and services.

We undertake to promptly acknowledge and investigate any complaints about the way we manage personal information.

**Links to other Sites:**

Our website provides visitors with links to other relevant and travel related sites. If you chose to click and use these links and transfer to another website, World Marketing Travel & Tours cannot take responsibility for the protection of your privacy. When you chose to transfer to another site you are subject to the terms of the website and you should familiarise yourself with the Privacy Policy of that website.

**Opting out of Marketing and Promotions:**

If at any time you wish to unsubscribe from receiving future emails or newsletters from us, we include an unsubscribe link at the bottom of our newsletters or alternatively you may send us an email at [mail@worldmarketing.com.au](mailto:mail@worldmarketing.com.au) instructing us to unsubscribe you from future email contact.

**About this Privacy Policy:**

This Privacy Policy is a living document and as such may be updated from time to time in line with changes and amendments to the Privacy Act that directly affect the collection, storage and use of personal information.

**Contacting Us:**

If you have any questions about this policy, or if you wish to update information we hold about you or you wish to make a related complaint or to receive a copy of our current Privacy Policy Statement, please telephone us on: +61 2 6558 2188

or write to us:

World Marketing Travel & Tours  
76 Church Street,  
Gloucester NSW 2422  
Attention: Website Administrator