

**Privacy Policy**  
**Across Australia Travel**  
**Milne Foods Pty Ltd trading as Across Australia Travel**  
ABN 99 673 065 293 Travel Agents License 2TA07468

This Privacy Policy was last reviewed and updated on: 30/8/2024

This Privacy Policy applies to all Personal Information collected by the website, Across Australia Travel located at <https://www.acrossaustraliatravel.com.au>.

This Privacy Policy describes our policies and procedures on how we collect, hold, use and disclose your personal information (the '**Personal Information**'), and how we maintain the quality and security of your Personal Information when you use this website (the '**Service**').

We are committed to protecting your privacy and complying with the Australian Privacy Principles (the '**APP**') contained in the *Privacy Act 1988* (Cth) and other applicable privacy laws and regulations. The APP governs the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner (the '**OAIC**') at <https://www.oaic.gov.au>.

## 1. What is Personal Information?

- (a) The *Privacy Act 1988* (Cth) currently defines 'Personal Information' as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
  - (i) whether the information or opinion is true or not; and
  - (ii) whether the information or opinion is recorded in a material form or not.
- (b) Information that neither discloses nor allows your identity to be determined is generally not considered Personal Information and is not covered by this Privacy Policy.

## 2. What Information Do We Collect?

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- (a) The Personal Information we collect about you depends on the nature of your dealings with us or what you choose to share with us. The kind of Personal Information that we collect from you will depend on how you use the website. Due to the nature of our business, we may also collect information of persons under your guardianship or care (including but not limited to minors) who are attending tours as part of an organised school trip.
- (b) The Personal Information which we collect and hold about you may include:
- (i) Name;
  - (ii) Mailing and street address;
  - (iii) Date of birth;
  - (iv) Email address;
  - (v) Passport number and
  - (vi) Phone numbers and facsimile numbers.
- (c) We may have to gather sensitive data about you under specific conditions, such as details on your ethnicity, political views, religious beliefs, union affiliations, sexual orientation, criminal history, or health.

### **3. Collecting Your Personal Information**

- (a) We may collect Personal Information from you whenever you directly:
- (i) interact with us over the phone;
  - (ii) input such Personal Information into the website;
  - (iii) interact with us in person;
  - (iv) interact with us online;
  - (v) participate in surveys or questionnaires;
  - (vi) subscribe to our mailing list; and
  - (vii) apply for a position with us as an employee, contractor or volunteer.
- (b) We also collect cookies or browser cookies or web beacons from your computer

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which enable us to tell when you use the website and also to help customize your website experience.

- (c) Cookies are used for the following purposes:
- (i) Necessary cookies are for basic functions on our website, such as security and network management, to enable you to log in to your account, fill out forms, or place orders.
  - (ii) Analytics cookies is to analyse, create statistics and reporting for the purpose of improving our websites and services, such as to count the number of visitors and how these visitors navigate on our websites, as well as to track the effectiveness of our marketing campaigns on third party websites and social media platforms.
  - (iii) Personalisation cookies are to allow us to remember your previous choices, if any, and to provide you with custom content on our websites.
  - (iv) Targeted cookies provide relevant marketing information that is relevant for you based on certain parameters, such as data about your behaviour on our site.
  - (v) It is not possible to identify you personally from our use of cookies.
- (d) If you do not want cookies sent to you, you are able to set your browser to refuse cookies or set your browser to inform you each time a cookie is being sent. In the event that you turn off cookies, some of our services may not function properly.
- (e) Web beacons are certain sections of our website and our emails which may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs). This permits us to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

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#### 4. Purpose of Collection

- (a) The purpose for which we collect Personal Information is to provide you with the best Service experience possible on the website.
- (b) The website may use your Personal Information to:
  - (i) manage and improve service usage;
  - (ii) user accounts;
  - (iii) communication (email, calls, SMS);
  - (iv) offer relevant promotions;
  - (v) respond to requests;
  - (vi) conduct business dealings;
  - (vii) analyse trends;
  - (viii) be shared with service providers, affiliates, business partners, and during transactions; and
  - (ix) public disclosures and user-consented releases are possible to facilitate services, process payments, offer customer support, and ensure security.
- (c) We customarily disclose Personal Information only to our service providers who assist us in operating the website. Your Personal Information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.
- (d) By using our website, you agree to receive our direct marketing, which we'll send only if we got your details directly from you and the content is expected.
- (e) We will not use sensitive data for marketing and will provide an opt-out option.
- (f) We collect sensitive data with consent, for emergencies, or as the law requires, ensuring its protection.
- (g) You can opt to remain anonymous or not share Personal Information, but it might limit our services to you.

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**5. Third Parties**

- (a) We may share your Personal Information with third parties as expected under this Policy with providers named on your itinerary, inclusions list and/or GK Travel, HelloWorld, Barton Hill and Asahi Travel and other service providers located outside Australia in specified countries. While we will take reasonable measures to secure your data, we do not guarantee the privacy practices of third-party providers or websites and are not liable for their privacy policies or content. We advise you to review the privacy policies of any third-party entities that handle your information.
- (b) We will only disclose to overseas third parties if:
- (i) you have given us your consent to disclose Personal Information to that third party;
  - (ii) we reasonably believe that the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APP; and the law or binding scheme can be enforced; and
  - (iii) the disclosure is required or authorised by an Australian law or court / tribunal order.

**6. Retention of Your Personal Information**

We will retain your Personal Information for as long as necessary to fulfill the purposes outlined in our Privacy Policy, comply with legal obligations, resolve disputes, and enforce agreements. The usage of your Personal Information will be kept for internal analysis and may be stored longer for security enhancements, service improvement, or legal compliance.

**7. Security of Your Personal Information**

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The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

#### **8. Access and Correction**

Australian Privacy Principle 12 permits you to obtain access to the Personal Information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate Personal Information subject to certain exceptions. If you would like to obtain such access or correct any inaccuracy, please contact us as set out below.

#### **9. Complaint Procedure**

If you have a complaint concerning the manner in which we maintain the privacy of your Personal Information, please contact us as set out below. All complaints will be considered at [aleisha@xtravels.com.au](mailto:aleisha@xtravels.com.au) and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

#### **10. Transfer**

Your Personal Information will be processed or stored in Australia. In the event that your Personal Information is to be processed or stored overseas, we will not transfer your Personal Information unless we receive your consent.

#### **11. GDPR**

In some circumstances, the European Union General Data Protection Regulation (the 'GDPR')

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provides additional protection to individuals located in Europe. The fact that you may be located in Europe does not, however, on its own entitle you to protection under the GDPR. Our website does not specifically target customers located in the European Union and we do not monitor the behaviour of individuals in the European Union, and accordingly the GDPR does not apply.

## **12. Changes to The Privacy Policy**

We may periodically update our Privacy Policy and the current version will be made available on our website. We will notify you in advance to any major changes to our Privacy Policy so that you may have the opportunity to opt-out where applicable. We recommend that you monitor and review our Privacy Policy emails regularly.

## **13. Request to Erase Personal Information**

We erase your Personal Information to the extent that they are no longer necessary for the purpose for which we need to keep processing them, as we have explained above, or when we are no longer legally permitted to process them. You may request that we cancel or limit the processing of your personal data. In certain cases you can request us to temporarily suspend the processing of the data. You may access, review, update, correct or delete the Personal Data in your Account either by contacting us directly using the contact information provided below.

## **14. Contact Us**

For any queries, access requests to your Personal Information, or complaints about our privacy practices, please contact us in writing at Po Box 788, Irymple Victoria 3498.