



## **Group Tour Assist Privacy Policy**

### **Your privacy is important**

This privacy policy outlines how we collect, hold, use and disclose personal information.

### **Kinds of personal information we collect**

We collect and hold personal information about school administrators, students, student families, coordinators, host families and other people who come into contact with us (**you**).

The kinds of personal information we may collect and hold may include your name, address, phone number, e-mail address, geographic location, debit or credit card details and any other information you provide to us when you use our website, including which of our pages or other webpages you have visited.

### **How we collect personal information**

We will generally collect personal information about you directly by way of forms and other documents or information you submit to us (whether in paper or electronic form), correspondence you provide to us and telephone calls or meetings with you.

### **How we use personal information**

We will only use personal information for the following purposes unless otherwise required or permitted by law:

- to provide you with the best possible service in supplying you with our goods and services;
- to answer any questions or inquiries you direct to us;
- to provide you with marketing materials in relation to offers, specials, products and services we have available from time to time;
- for our internal management purposes, to manage our relationship with you to manage the payment and recovery of amounts payable to us by you or an entity related to you (as applicable); and
- for other purposes which are reasonably necessary in connection with our normal functions and activities.

If we are unable to collect personal information relating to you, we may be unable to provide you with the goods or services you require or continue our relationship with you.

### **Disclosure of your personal information**

We may disclose personal information to the following kinds of entities for the relevant purposes mentioned above:

- other users of our goods or services in order to provide our goods or services to you;
- our contractors, consultants, advisers, associates and related entities;
- any industry body, tribunal, court or otherwise in connection with any complaint made by you about us;
- if you have provided us with referees to assist with the assessment of a potential contract between you and us, the referees you have provided; and

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- other entities with your consent or as permitted or required by law.

Due to the nature of our services, we may disclose the kinds of personal information listed above to overseas. The countries in which the recipients are located may change over time.

## **How we hold personal information**

We hold personal information in paper form and electronic form. We have in place steps to protect the personal information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure.

## **Direct marketing communications**

From time to time we may use your personal information to provide you with marketing materials in relation to offers, specials, products and services that we have available. If you would not like to receive direct marketing materials from us you may notify us using the contact details set out below.

## **Cookies**

A cookie is a data file that a website transfers to your computer. This enables the website to track the pages you have visited. A cookie only contains information you supply. It cannot read data on your computer. There are many types of cookies that may be used for different purposes. For example, some cookies help a website to remember information about your visit, like your preferred language and other settings while others may identify which pages are being visited or offer security features. Our website uses cookies. You can set your browser to refuse cookies, however, this may mean you are unable to take full advantage of our website.

## **How to obtain access to your personal information**

You may obtain access to personal information which we hold about you by contacting us using the contact details set out below. When you request copies of your personal information held by us we will endeavour to provide you with such personal information as soon as reasonably practicable.

We may require you to verify your identity and specify what information you require. There may be occasions when access to personal information we hold about you is denied. Such occasions would include where release of the information would have an unreasonable impact on the privacy of others.

## **Accuracy and completeness of personal information**

While we will endeavour to ensure that the personal information collected from you is up to date accurate and complete, we will assume that any personal information provided by you is free from errors and omissions. You may request that we update or vary personal information that we hold about you using the contact details listed below.

## **How to make a complaint about a breach of your privacy rights by us**

If you are of the view we have breached this privacy policy or any related privacy code in dealing with your personal information, you may make a complaint by writing to us using the contact details below and we will endeavour to respond and provide you with confirmation as to how we propose to deal with the complaint as soon as reasonably practicable.

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## **Anonymity and pseudonyms**

You have the option of not identifying yourself or using a pseudonym when dealing with us in relation to privacy matters unless we are required by law or a court/tribunal to deal with individuals who have identified themselves or it is impractical for us to deal with you if you have not identified yourself in the circumstances.

## **Changes to this policy**

We may, from time to time, review and update this privacy policy to take account of new laws and technology, changes to our functions and activities, and to make sure it remains appropriate.

## **Contact us**

A reference to '**we**' or '**us**' in this privacy policy means Our Student Exchange Pty Limited ABN 68 604 159 631 trading as Group Travel Assist and its related bodies corporate and associates.

Please direct all complaints and queries in relation to your privacy or this policy to: Privacy Officer, Group Travel Assist 5/135 Mooringe Avenue, Camden Park SA 5038 Phone: [0405 539 704 or 8120 0970], e-mail address: [hello@studytourassist.com](mailto:hello@studytourassist.com)