



Grand Pacific Tours Privacy Policy

Your privacy is important to us.

How is information collected?

Grand Pacific Tours collects personal information about customers. Collection will occur at the time you register with Grand Pacific Tours, through our website.

What information does Grand Pacific Tours collect and why?

When you register with Grand Pacific Tours, we need to collect personal information about you, including your name, address and email address. The main reason we need this information is so we can create a profile for you. Unless you tell us otherwise, this personal information about you will be used for marketing and research purposes. You can let us know about this at any time - all you need to do is contact Grand Pacific Tours if you no longer wish to receive marketing material.

Will information be given to anyone else?

Grand Pacific Tours does not sell or pass on personal information for external companies to utilise. Grand Pacific Tours may engage the services of an external company to distribute our online email newsletter, however, we do ensure that they are committed to our privacy policy and ownership of names/addresses remains purely that of Grand Pacific Tours. We may disclose your information to third party contractors and service providers who help us operate our business or to provide a service to you (for example, our contractors include a company which helps us to operate our computer systems and to send out our mail/email). If Grand Pacific Tours provides your information to or engages contractors and service providers to handle personal information, we require these organisations to agree to comply with our Privacy Policy and with strict conditions governing how information is to be handled. Otherwise, Grand Pacific Tours will only disclose information if this is required by law or permitted under the Privacy Act.

Security of information

Grand Pacific Tours protects the information it collects in a secure database. Grand Pacific Tours warrants all staff to complete a multi factor authentication process before accessing the online services and data. Grand Pacific Tours' employees are required, as a condition of their employment, to treat personal information held by Grand Pacific Tours as confidential, and to maintain the confidentiality of that personal information. Grand Pacific Tours does not store any passenger or agent credit card details, and credit card payments are only taken over the phone, never by e-mail or by mail.

Anonymous transactions

Where it is lawful and practicable to do so, customers may transact with Grand Pacific Tours without providing information.

**Non-customer information**

Sometimes, Grand Pacific Tours needs to collect personal information about individuals who are not customers. This will usually arise where we collect the name and business contact details of a person who is the contact in a government agency or company with whom we deal. Grand Pacific Tours' policy is to only use personal information collected from non-customers for the main business purpose for which it was collected.

Access and correction

Under the Privacy Act, you have a right to seek access to information which Grand Pacific Tours holds about you. You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date. If you wish to access the information that we hold about you, please set out your request in writing, including your phone number, and forward this to our Privacy Officer, Grand Pacific Tours, PO Box 774, Moonee Ponds, Victoria, Australia, 3039. In the interests of protecting the privacy of individuals about whom we hold personal information, we will require that you verify your identity by enclosing a copy of a form of identification such as a current driver's licence or passport with your written request (this will be returned to you after your identity has been verified). Ordinarily, Grand Pacific Tours will not charge you for the cost of providing this type of access to these records. However, if we do propose to charge you, we will advise you of the relevant charge before we provide you with access. If you wish to discuss our method of providing access, please contact our Privacy Officer with your query. If you wish to change personal information that is inaccurate or out-of-date, please contact our Privacy Officer with your request for correction. Grand Pacific Tours' policy is to consider any requests for access or correction within 21 days.

Online privacy issues

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the terms of use for our website. When you deal with Grand Pacific Tours, whether online or otherwise, Grand Pacific Tours takes its privacy obligations seriously. This is intended to provide more information about privacy for the users of our website. We will use information collected online to provide you with products and services (e.g. to form a database for our online newsletter), to contact you, if you agree, for Grand Pacific Tours' marketing purposes. If you have opted in to receive newsletters or special offers from Grand Pacific Tours you may, in some circumstances, also receive newsletters or special offers from a third party. You can change your preference to receive Grand Pacific Tours' Special Offers or newsletters with Grand Pacific Tours at any time. Other matters specific to Grand Pacific Tours' handling of personal information online are set out below.

A. Online collection of personal and non-personal information

As outlined in this Privacy Policy, we collect information through our website. For example, Grand Pacific Tours will collect personal information online from customers when they register with Grand Pacific Tours. Our website also collects other information - some of this is personal information, and some is not. For each visitor to our website, our server automatically recognises and stores the visitor's domain name, but not their email address. In addition, our website uses cookies. Most web browsers are set by default to accept cookies. However, if you do not wish to receive any cookies you may set your browser to either prompt or refuse cookies. We also use cookies for tracking the statistics of our website. This allows us to better understand our users and improve the layout and functionality of our website. This tracking is conducted in such a way to ensure the anonymity of visitors - in this context the cookie may identify your computer - but it should not identify you.



B. Links to other websites

Sometimes our website contains links to third party websites, for your convenience and information. When you access a non-Grand Pacific Tours website, please understand that Grand Pacific Tours is not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

Additional privacy information and how to contact Grand Pacific Tours

Grand Pacific Tours may change its Privacy Policy at any time. Grand Pacific Tours will make available this policy to anyone who requests it, whether at our offices or by use of our website. For further information about privacy issues and the protection of privacy visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au. If you feel that Grand Pacific Tours is not complying with this Privacy Policy, or if you have other privacy concerns, please email us at feedback@gptnz.com or write to Privacy Officer, Grand Pacific Tours, PO Box 774, Moonee Ponds, Victoria, Australia, 3039.

Last updated July 2024