

Privacy Policy

General

Protecting Your privacy is very important to BGHR. We are committed to maintaining the security of all Personal Information provided to BGHR, whether by individuals with whom BGHR do business, visitors to and users of this Website and social media accounts or otherwise. This Privacy Policy details how BGHR collect, use and manage this Personal Information.

This Privacy Policy explains how BGHR manages the Personal Information that it collects, uses and discloses, and how to contact BGHR if You have any further queries about BGHR's management of, or would like to request access to, Your Personal Information.

Collection

- (a) BGHR collects Personal Information in connection with Your use of its products and services, to provide You with the services You request, as well as information on other services offered by BGHR.
- (b) Where possible, BGHR will collect Personal Information directly from You or a person authorised to provide Your Personal Information on Your behalf. This can be through this Website, a BGHR social media account, in a retail store supplied by BGHR, over the phone or by email. Should BGHR collect Your Personal Information from a third party, BGHR will take reasonable steps to ensure that the third party has obtained Your consent to provide Your Personal Information to BGHR.
- (c) If You do not provide Personal Information requested of You to BGHR or, withdraw Your consent to BGHR's collection, use and disclosure of Your Personal Information at any time (subject to contractual and legal restrictions and reasonable notice), BGHR may be unable to provide You the products or services You have requested or contact You in the future.
- (d) If You no longer wish to receive a BGHR newsletter, or information about BGHR's services, events or other promotional information You may unsubscribe by contacting BGHR as described below. For communications sent by email or other electronic means You will also be able to unsubscribe using the unsubscribe mechanism in the message itself.
- (e) When You use this Website, BGHR collects certain standard information that is sent by Your browser to this Website, some of which constitutes Personal Information. Specifically, such information collected includes technical information, such as Your IP address, browser type, operating system, language, time zone setting, access times and any referring website addresses. BGHR uses this information to administer its Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

Cookies

- (a) A cookie is a small data file that a website may write to Your hard drive when You visit. A cookie file can contain information (such as a user ID) that the website can

use to track the pages You have visited and Your preferences. The only Personal Information a cookie can contain is information You personally supply. A cookie cannot read data from Your hard disk or read cookie files created by other websites.

- (b) BGHR uses cookies to track Your traffic patterns and to provide a better service for You when You visit this Website.
- (c) You may set Your browser to provide notification when a cookie is received, and the opportunity to accept or reject the cookie. You can also refuse all cookies by turning the function off in Your browsers. However, to ensure the full functionality of this Website, the use of cookies is required.

Disclosure of Personal Information

- (a) BGHR may share Your Personal Information with people within its business who have a “need to know” that Personal Information and may disclose Your Personal Information to third parties including BGHR’s advisors, suppliers of IT services, third parties engaged by BGHR for the purpose of providing services requested by You, to protect or enforce any intellectual property rights in any materials displayed on or otherwise available from BGHR’s website, for the purposes of seeking legal or other professional advice, to respond to a legal request or comply with a legal obligation and to enforce BGHR’s Website Use Terms.
- (b) We may disclose Your Personal Information to third parties in the event that BGHR sell, buy or merge any business or assets, including to the prospective seller or buyer of such business or assets.

Security

BGHR takes all reasonable technical and organisational security measures to protect personal information from accidental or unlawful destruction, accidental loss and unauthorised access, destruction, misuse, modification or disclosure.

Access to Personal Information and right to rectification

You can gain access to the Personal Information BGHR holds about You by sending a request [here \(insert hyperlink\)](#). As BGHR wishes to ensure the Personal Information it holds about You is complete, accurate and up to date, You have the right to send a request for rectification via the same form.

Hyperlinks

Other websites may be accessible via hyperlinks from this Website. Please note these other websites are not subject to the BGHR Privacy Policy. Please review the privacy policy of each website You access via hyperlinks from this Website, and assess whether the policy of each website is satisfactory to You before You use the other websites.

Concerns or Comments

If You have a concern or complaint about how BGHR has used Your Personal information, as a first step, You should raise this in writing with BGHR, using the contact details available

on our website or via the contact form [here \(insert hyperlink\)](#). Any comments or queries can also be submitted using the same form.

Definitions

In this Privacy Policy, the following definitions apply:

BGHR means Andrew Smith and Meryll Smith trading as Barwon Grove Holiday Rentals (ABN 88 791 042 964).

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information is recorded in a material form or not and includes but is not limited to:

- (a) identifying and contact information (for example, Your name, address, age, date of birth, gender, and email address);
- (b) financial information (for example, credit or debit card details);
- (c) health information; and
- (d) if You visit this Website, register an account with us and/or purchase products through this Website, Your username and password, IP address, information about Your purchases and Your other activity on this Website (for example, tracking which areas of this Website You visit and the content You view); and
- (e) other information with Your consent or where required by law;

Privacy Policy means this policy as amended from time to time;

Website means <https://www.bgholidayrentals.com.au/> and all content created under it; and

You or **Your** means the individual or organisation using this Website.