



# Privacy Policy

At Port Pacific Resort, we recognise that our customers are concerned about the confidentiality and privacy of their personal information. Your privacy is important to us and like other Australian companies, we are bound by the Privacy Act 1998 and the National Privacy Principles ("NPPs"). This Privacy Statement sets out our policy on collecting and handling your personal information.

The publication date of this Privacy Statement is 01 April 2007.

Port Pacific Resort reserves the right to modify or amend this policy at any time and for any reason. Questions regarding this policy should be emailed to [marketing@portpacific.com.au](mailto:marketing@portpacific.com.au) or sent via postal mail to:

Port Pacific Resort,  
Attention: Marketing Coordinator  
6-14 Clarence St  
or  
PO Box 1144,  
Port Macquarie  
NSW 2444  
Australia.

## **What information we collect**

This website routinely collects information about its visitors, members, and customers. This information is obtained in various ways, such as:

### **Make a booking**

Your full name, contact address, email address and phone numbers are taken each time you make a booking with Port Pacific Resort. We will also collect credit card information, including card number, card type, cardholder name and expiry date to pay for accommodation purchased through Port Pacific Resort or for security deposits associated with that accommodation.

### **Subscribe to our newsletter**

Port Pacific Resort collects email addresses from people who subscribe to our newsletter by either entering their email address in the "Newsletter" section of the site or by opting to be sent the newsletter at the time of lodging a guest comment survey.

### **Surveys, promotions and competition information**

Occasionally, Port Pacific Resort may offer site visitors or newsletter recipients an opportunity to participate in a survey, promotion or competition. Personal information collected by Port Pacific Resort when you participate in a survey, promotion or competition may include your full name, email address, telephone number and street address.

Contact [www.portpacific.com.au](http://www.portpacific.com.au)

Port Pacific Resort collects information such as your full name, email address and/or telephone number whenever you submit a booking inquiry.

*Other information we collect:*

### **Statistical information**

When you visit the Port Pacific Resort website we record general information about your visit for statistical purposes. These statistics do not contain any personal information.

### **Cookies**

We may, from time to time, use "cookies" to store your preferences, record session information and collect information on how you visit and access our Web pages. We collect information on the web pages visited by our customers in order to help us to continue improving our services.

"Cookies" are pieces of information that our web page transfers to your computer's hard disk for record-keeping purposes. Cookies can make the web more useful by storing information about your preferences on a particular site. The use of cookies is an industry standard and many web sites use them to provide useful features for you. Cookies in and of themselves do not personally identify you, only your computer.

## **How we use your information**

Port Pacific Resort uses your personal information only for the purpose of responding to and fulfilling your requests for our products and services. Information collected on [www.portpacific.com.au](http://www.portpacific.com.au) may be used to:

### **Purchase products or services**

Information collected when you purchase from Port Pacific Resort is used to charge your credit card and deliver your booking confirmation electronically. We may also contact you about your stay for customer service purposes or to make any changes or cancellations to your booking.

### **Send newsletter email**

Port Pacific Resort will only send newsletters to people that have opted to receive them. Our newsletters provide information about the latest deals available on the web site and occasionally offer incentives for completing surveys or participating in competitions or promotions.

### **Respond to your questions or suggestions**

We will use your email address and/or telephone number to contact you when you submit a question or suggestion.

## **Who we share your information with**

Port Pacific Resort does not disclose any information about customer personal information or bookings details to anyone except where we may be required by law. We only disclose information provided by you to Port Pacific Resort for the purposes of obtaining products or services from Port Pacific Resort. We may also disclose information against someone who poses a threat to Port Pacific Resort's interests (such as customer fraud) or whose activities could cause harm to others.

## **How you control and access your information**

Port Pacific Resort believes that site visitors and customers should have control over the collection and use of their personal information. You have control and access to your information as follows:

### **Newsletter subscription and un-subscription**

If at anytime you would like to either change your email address with us or unsubscribe from our newsletter you can send us an email to [marketing@portpacific.com.au](mailto:marketing@portpacific.com.au) advising that you would like to unsubscribe or change your email address. Be sure to include details of your old and new email addresses for changes.

### **Profile information**

If at anytime you would like to alter the personal information you provided to Port Pacific Resort in your questions, suggestions or booking, please contact [reservations@portpacific.com.au](mailto:reservations@portpacific.com.au).

## **How we protect your information**

To ensure the confidentiality of your personal information Port Pacific Resort uses leading security technology and procedures that are regularly reviewed and updated.

Our systems are configured with industry standard data encryption and firewall technology. When you send personal information to Port Pacific Resort over the Internet, your data is protected by Secure Socket Layer (SSL) technology to ensure safe transmission.

## **Customer inquiries**

If you would like further information about the way that Port Pacific Resort manages the handling of personal information, please contact our marketing coordinator:

- By sending us an email to [marketing@portpacific.com.au](mailto:marketing@portpacific.com.au)
- By mail addressed to:  
Port Pacific Resort  
Attention: Marketing Coordinator  
"Private and confidential"  
6-14 Clarence St  
Or  
PO Box 1144  
Port Macquarie  
NSW 2444
- By calling us on + 61 2 65 838 099.