



NEW SOUTH WALES CROWN
HOLIDAY PARKS TRUST

T/as:

**North Coast Holiday Parks
Inland Waters Holiday Parks
South Coast Holiday Parks**

CP-04

Privacy Policy

October 2015

INFORMATION ABOUT THIS DOCUMENT

Date Adopted	26 October 2015		
Policy Responsibility	Business Development Manager		
Review Timeframe	12 Months		
Last Review Date:	29/4/2015	Next Scheduled Review Date	1/7/2016

Document History

Doc No.	Date Amended	Details Comments eg Resolution No.
	19/7/11	Policy prepared
	20/9/12	Policy reviewed and adopted
	27/9/13	Policy Review
	29/4/15	Update to Trust information.
	26/10/15	Review and Update

Further Document Information and Relationships

Related Legislation	Privacy & Personal Information Protection Act 1998 (State),
Related Policies	Code of Conduct
Related Procedures/ Protocols, Statements, documents	

POLICY TITLE

1. OBJECTIVES

NSW Crown Holiday Parks Trust (NSWCHPT) trading as North Coast Holiday Parks (NCHP), Inland Waters Holiday Parks (IWHP) and South Coast Holiday Parks (SCHP) respects and values the privacy of its customers and for that reason NSWCHPT will only deal with your personal information as set out in our privacy policy below.

2. POLICY STATEMENT

2.1. Collection of personal information

NSWCHPT will collect personal information directly from you, or your authorised agent. The information collected will be for lawful purposes directly related to the function of NSWCHPT. NSWCHPT will only request information that is necessary for the purpose of the collection. If you do not wish to provide personal information to NSWCHPT we may be unable to provide you with the services requested.

The type of personal information NSWCHPT collects from guests includes: name and address, telephone numbers, email address, details of previous dealings and financial information (e.g. for invoicing and payments of services, products and membership or personal credit information when payments are made).

NSWCHPT may collect personal information in a variety of ways, including;

- 1) In any discussions we have with guests whether in person or by telephone.
- 2) Through accounts and payments made by guests.
- 3) (with your consent) through third parties, including companies running competitions on behalf of NSWCHPT, NCHP, IWHP or SCHP and agents acting on our behalf.
- 4) Through customer feedback and survey forms.

Where NSWCHPT collects personal information about an individual, we will take reasonable steps to ensure that the individual will, or has been made aware of this Privacy Policy. NSWCHPT will take all reasonable steps to ensure that this policy is maintained in accordance with the Privacy and Personal Information Protection Act 1998 (NSW).

2.2. Use of personal information

NSWCHPT, T/as North Coast Holiday Parks, Inland Waters Holiday Parks and South Coast Holiday Parks collects personal information for the purposes of market research (with your consent) and to provide guests with information and updates including, but not limited to, marketing material and special offers, to compose diagnostic and statistical information for our computer network and to evaluate and improve the effectiveness of our website.

If individuals do not wish to receive marketing information, they may “opt out” of our list and their details will be removed from our marketing list.

2.3. Quality of your personal information

NSWCHPT believes it is important to make sure that the personal information held about individuals is accurate and up to date. Individuals are encouraged to inform NSWCHPT about any change in details to enable the appropriate amendment to be made.

Individuals have a right to access your personal information held by NSWCHPT without excessive delay or expense. Individuals also have the right to amend their personal information to ensure that it is relevant, up to date, complete and not misleading. Individuals may email their requests to info@nswchpt.com.au

2.4. Security of personal information

NSWCHPT are committed to maintaining the highest level of security of guest(s) files and personal information. We will take all reasonable steps to protect the personal information from misuse, unauthorised access and modification.

NSWCHPT will keep personal information as long as it is reasonably necessary, after which time we will destroy or de-identify the personal information. Otherwise NSWCHPT may keep personal information for any period required by law.

2.5. Disclosure of personal information

NSWCHPT may disclose personal information:

- 1) where you have consented, to a third party contractor who may be performing services in the course of business which involves your personal information such as sponsors of conferences, advertising agencies, market research companies and suppliers; or
- 2) where the disclosure is required by law; or
- 3) where the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of an individual.

NSWCHPT will not sell personal information to marketing bodies without consent of the individual.

2.6. Cookies

NSWCHPT tracks the pattern of visitor usage using a facility called a cookie. This cookie identifies and recognises the computer (but not the person using the computer) when you visit NSWCHPT's website.

Cookies are pieces of information that a website can transfer to an individuals computer hard drive for record keeping.

The use of cookies is an industry standard and you will find most major websites use them. Most internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your internet browser to disable cookies or to warn you when cookies are being used.

2.7. Links to other websites

NSWCHPT's website contains links to other websites. These linked sites are not under the control of NSWCHPT.

NSWCHPT is not responsible for the management or protection of any personal information you provide to these sites.

Before disclosing your personal information on any website, NSWCHPT recommends you examine the terms and conditions of using that website.

2.8. Changes to this statement

NSWCHPT will occasionally update this Privacy Policy. When it is updated, NSWCHPT will revise the information page at page 2 of this policy.

2.9. Concerns, queries, disputes or complaints

Any concerns, queries, disputes or complaints about this Privacy Policy or the privacy practices of NSWCHPT should be raised through one of the following methods:

Mail	Phone	Email
PO Box 2063, Coffs Harbour NSW 2450	(02) 6691 0300	info@nswchpt.com.au

In the case of any disputes or complaints, please notify NSWCHPT in writing. All correspondence will be investigated and a response forwarded within a reasonable time.

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