

Privacy Policy (as at 17/04/23)

Johanna river farm and cottages is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We collect your Personal Information for the primary purpose of providing our services to you. Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect may include names, addresses, and contact details, and credit card details for processing accommodation tariff. This Personal Information may be obtained via our online book button, telephone, email, via our website www.johanna.au and from third parties. (ie – third parties being online booking agents/accommodation directory sites).

Third Parties: Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, if you decide to stay and book your accommodation with us via a third party website/online tourism agents, we may be provided with information by third parties. We don't guarantee website links or policy of authorised third parties.

Disclosure of Personal Information Your Personal Information may be disclosed in a number of circumstances including the following: • Third parties where you consent to the use or disclosure; and • Where required or authorised by law.

Security of Personal Information: Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, (ie your accommodation stay at Johanna River Farm and Cottages) we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, some of the Personal Information (ie booking name) is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information: You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information: It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you. (for example: this may be the case if/when payment is due and if/when credit card details need revising or if your contact details change prior to your stay).

Policy Updates This Policy may change from time to time and is available on our website. **Privacy Policy Complaints and Enquiries;** If you have any queries or complaints or would like clarification about our Privacy Policy please contact us at: cottages@johanna.com.au