

## PRIVACY

This Privacy Policy explains how The Last Villa will manage and protect your personal information, including information that The Last Villa collects during the course of providing a product or service to you and the information The Last Villa holds after your product or service is terminated (where we are required to hold this information or it is necessary for our purposes).

## LEGISLATION

The Last Villa is bound by the Privacy Act and the 13 Australian Privacy Principles (APPs) set out in that Act. The APPs regulate the way that certain entities handle personal information. The Privacy Act does not apply to the handling of information that does not relate to individuals – for instance information about corporations.

## COLLECTING YOUR PERSONAL INFORMATION

Your personal information is only collected with your consent.

The Last Villa only obtains your personal information where required to provide accommodation. Such personal information may comprise one or more of the following: your name, address, contact details, date of birth, credit card details, government issue photo identification reference number, or information about your opinions and what you like.

If The Last Villa does not collect your personal information, we may not be able to deal with you.

## WEBSITE ACCESS

When you visit our web site, we may use an Internet browser feature called a “cookie”. A cookie is a small data file that may be placed on the computer of a web user (usually in the browser software folder) the first time a computer visits a web site which operates cookies. Cookies by themselves cannot be used to identify you personally. They only identify your computer when you visit our site. The information that we gain by using cookies provides us with statistics that can be used to analyse and improve our website, products and services. If you do not wish to receive any cookies you can set your browser to refuse cookies. However, this may mean you are not able to take full advantage of our internet services.

## COLLECTING INFORMATION REQUIRED BY LAW

The Last Villa may collect information from you because we are required or authorised by an Australian law or court or tribunal order to collect that information.

## SECURITY OF PERSONAL INFORMATION

We will make all reasonable endeavours to protect your personal information securely against unauthorised use and access. Your personal information will be recorded, amended and used only by authorised persons who are required to keep your information confidential.

## USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

Personal information is only used within The Last Villa in the provision of services for which it was obtained and may be used to provide customers, through direct marketing, with knowledge of other services and promotions conducted by The Last Villa. Your personal information is not sold or passed to third parties for their marketing purposes.

Examples may include:

- To consider your request for a product or service;
- To enable The Last Villa to provide a product or service;
- To tell you about other products and services that may be of interest to you;
- To manage accounts and perform other administrative and operational tasks (including risk management, systems development and testing, credit scoring, staff training, collect debts, and market or customer satisfaction research);
- To consider any concerns or complaints you raise against The Last Villa and/or to manage any legal action between you and The Last Villa;
- To prevent or investigate any actual or suspected fraud, unlawful activity or misconduct; and/or
- As required by relevant laws, regulations, codes of practice and external payment systems.

## SHARING INFORMATION WITH OTHER ORGANISATIONS

In some circumstances, we may disclose your information to our contractors and service providers, but only to the extent necessary to operate our business or provide you with the products and/or services you have requested.

While we will not use your information for any purpose without your consent, we reserve the right to use information in circumstances relating to the public interest.

These circumstances may be related to:

- A legal demand for the information from a law enforcement agency;

- A public or individual health and safety issue; and/or
- The protection of our rights and property, including the protection of the integrity of our operations.

## YOUR CONSENT IS IMPORTANT

The Last Villa may require your consent to use and/or disclose your information in particular ways. For example, we need your consent if we need to use your information for a purpose that is not related to the purpose for which we collected your information in the first place. Depending on the circumstances, this consent may be expressed (for example, you expressly agree to the specific use of your information by ticking a box) or implied by some action you take or do not take (for example, your agreement is implied by the fact that you have agreed to our service terms and conditions which contains information about the use or disclosure).

## CHANGES IN THE FUTURE

We reserve the right to change our Privacy Policy at any time. All changes will be notified by posting an updated version of the Privacy Policy on our web site. Any changes to our Privacy Policy shall be deemed to take place on the date the changes are posted on our web site.

## ADDITIONAL INFORMATION ON PRIVACY

For further information about privacy issues and the protection of privacy, visit the Office of the Australian Information Commissioner web site at [www.oaic.gov.au](http://www.oaic.gov.au)