

# OFF THE RAILS 2012 LTD – PRIVACY POLICY



## OVERVIEW

At OFF THE RAILS, we're committed to protecting our customers' personal information and we comply with the Privacy Act 2020. This privacy policy explains how we collect, use, store, share and protect your personal information.

By using our websites and services, you agree to the terms of this privacy policy. If you would prefer not to provide your personal information, we may not be able to provide our full range of services to you.

## 1. WHAT INFORMATION DO WE COLLECT AND HOW DO WE USE IT?

**Directly from you:** We collect your personal information when you visit our shop, contact us via telephone, email or post, interact with our social media platforms or submit an enquiry or a booking through our website.

The main types of personal information that we collect from you include:

1. Your name, address, age, email address, telephone number(s), postal address, medical information and dietary requirements.
2. Your personal travel requirements and preferences (including room configuration)
3. Billing or purchase information

**Third parties:** We may collect personal information about you from third parties (including your nominated travel agent or third party booking websites) if you have agreed to this.

**Online payments:** We use a PCI compliant payment gateway to ensure that your payment card information is secure and encrypted. We do not receive or retain credit card information provided through our payment portal. In the event of refunds, our payment gateway uses a token that enables us to locate and action your refund however we cannot view your card details.

**Website:** We use cookies on our website to help personalise your experience. You can accept or decline cookies.

We use Google analytics to help us track traffic on our website. The Google Analytics program sends a cookie, which is a small piece of text, from your browser to our website. This helps our website remember information about your visit such as the IP address and domain name, the operating system and browser to make easier for you to visit our website again and make it more useful to you.

## 2. HOW DO WE USE YOUR INFORMATION?

We only collect and use your personal information for purposes connected to our business and services, such as:

1. Managing and responding to enquiries
2. Fulfilling your booking and providing a quality experience
3. Testimonials and promotional materials (with your prior consent)
4. Improving our customer service
5. For any other purpose authorised by you or applicable privacy laws

If we propose to use your personal information for any purpose(s) other than described in this policy, we will ask for your consent before doing so.

### **3. SHARING YOUR PERSONAL INFORMATION**

We only share your personal information to the extent necessary to respond to your enquiries or to complete your booking. This typically includes:

1. Sharing your personal information with our local partners (including restaurants and activity operators). We may share limited medical or dietary information with these parties if necessary to safely provide their services.
2. Local authorities if required by law.

Any third party products or services advertised or shown on our website are offered by independent third parties and are subject to their own privacy policies. We are not responsible for the content or activities of these sites.

We do not sell your personal information to any third party and we do not share your personal information with any external market research companies.

### **4. OPTING OUT OF COMMUNICATIONS**

You can change your mind about receiving newsletters or other communications from us, at any time by unsubscribing or letting us know by return email.

### **5. PROTECTING YOUR INFORMATION**

We take your privacy seriously. We maintain physical, electronic and procedural safeguards to protect your personal information against loss, unauthorised access, unauthorised use, unauthorised modification and other misuse as is reasonable in the circumstances to take. We use industry standard firewalls and all information is restricted on a need to know basis to our employees and authorised service providers.

Transmission of personal information over email is not secure and the submission of any information to us via email is at your own risk.

### **6. HOW TO ACCESS AND UPDATE YOUR INFORMATION**

We will do our best to keep your personal information up to date. If you would like to access your information to correct any inaccuracies or request deletion (if your information is not required to be retained by law or for our legitimate business purposes) please contact us at [info@offtherails.co.nz](mailto:info@offtherails.co.nz). We will ask you to verify your identity before we can disclose the information we hold.

We will provide this service free of charge except where doing so would require a disproportionate effort.

### **7. QUESTIONS**

If you have any questions about this privacy policy or wish to make a complaint, please contact us at [info@offtherails.co.nz](mailto:info@offtherails.co.nz) or by mail or at the following address:

OFF THE RAILS 2012 LTD  
PO Box 23  
Balclutha 9230

### **8. CHANGES TO THIS POLICY**

We will update this policy from time to time to make sure we are complying with our legal obligations and accurately describing how we collect, use and protect your information. We will display any policy changes on our website along and you can request prior versions of this policy if you have any questions or concerns.

Last updated: 26 January 2021