



The Crocodile Hunter Lodge PRIVACY POLICY

The Crocodile Hunter Lodge, Silverback Properties Pty Ltd and its associated websites values and respects the right to privacy of all individuals and organisations and complies with the provisions of the Privacy Act 1988 (Cth).

WHAT INFORMATION IS COLLECTED?

The kind of Personal Information we collect and store will depend upon the type of initiative you support or enquire about. We only collect information that is reasonably necessary for one or more of our functions and activities. Personal Information collected by The Crocodile Hunter Lodge, Silverback Properties Pty Ltd may include:

- Name and date of birth;
- Residential and business postal addresses, telephone/mobile/fax numbers and email addresses;
- Bank account and/or credit card details for agreed billing purposes;
- Any information that you provided to us by you during your account creation process or added to your user profile;
- Preferences and password for using this site and your computer and connection information; and any information that you otherwise share with us.

INFORMATION PROVIDED TO ANZ WORLDLINE AND/OR STRIPE

All purchases that are made through this site are processed securely and externally by ANZ Worldline and/or Stripe. Unless you expressly consent otherwise, we do not see or have access to any personal information that you may provide to ANZ Worldline and/or Stripe, other than information that is required in order to process your order and deliver your purchased items to you (e.g., your name, email address and billing/postal address).

WHY DO WE COLLECT PERSONAL INFORMATION?

You do not have to disclose any Personal Information to us, but we do need certain information in order to provide specific services or information to you. Personal details will be used for the purposes for which it is collected (e.g. guest reservation details) and/or to provide you with The Crocodile Hunter Lodge, Silverback Properties Pty Ltd correspondence. We may also use this information to communicate to you other activities that The Crocodile Hunter Lodge, Silverback Properties Pty Ltd is currently undertaking, subscription renewals, data analysis, as well as keeping you up to date about changes to our website. By supplying us with your Personal Information you give us permission to use your Personal Information for these purposes.

If you choose to provide us with your email address, we will try to communicate with you via email.

If you do not want to receive further information about current activities and projects, please call **07 5436 2300** (International +61 7 5436 2300) or email **reservations@thecrocodilehunterlodge.com.au**.

HOW INFORMATION IS COLLECTED:

Personal Information may be collected by the forms you fill out and provide to us (including online forms), reservations, telephone calls, emails, in person and your visits to our website.

We may collect personal information that you provide to us about yourself when you:

- Use this site, including (without limitation) when you:
 - Create a user account;
 - Add information to your profile;
 - Purchase any products and/or services through this site;
 - Add reviews, forum or chat room messages or comments in any elements of this site that permit user-generated content;
 - Register for access to premium content or request certain premium features; or
 - Complete an online contact form to contact us or any third party supplier;
- Provide information to us by telephone or through marketing or competition application forms; or
- Send us an email or other communication.

IP ADDRESSES

This site may also collect Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. The Company collects and manages IP addresses as part of the service of providing internet session management and for security purposes. The Company may also collect and use web log, computer and connection information for security purposes and to help prevent and detect any misuse of, or fraudulent activities involving, this site.

COOKIES

The Crocodile Hunter Lodge, Silverback Properties Pty Ltd collect cookie information when you visit our websites. A cookie is a small text file that is stored on a user's computer for record keeping purposes. We use cookies on our websites to identify repeat viewers and make it easier for you to navigate our site. If you reject cookies, you may still use our site, but your ability to use some features of our site may be limited.

THIRD PARTY COOKIES

In some cases, third parties may place cookies through this site. For example:

- Google Analytics, one of the most widespread and trusted website analytics solutions, may use cookies de-identified data about how long users spend on this site and the pages that they visit;
- Google AdSense, one of the most widespread and trusted website advertising solutions, may use cookies to serve more relevant advertisements across the web and limit the number of times that a particular advertisement is shown to you; and
- Third party social media applications (eg, Facebook, Twitter, LinkedIn, Pinterest, YouTube, Instagram, etc) may use cookies in order to facilitate various social media buttons and/or plugins in this site.

WHERE IS THE INFORMATION HELD?

We are committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your personal information from unauthorised use or alteration. In our business, personal information may be stored both electronically (on our computer systems and with our website hosting provider) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords, protect all of our electronic information. Likewise, we take all reasonable measures to ensure the security of hard-copy information.

In the event of a data breach involving a loss of, unauthorised access to or misuse of your Personal Information, we will report such breach to you and any relevant authority as required by law.

HOW WE MAY USE YOUR PERSONAL INFORMATION

Your personal information may be used in order to:

- Verify your identity;
- Assist you to place orders through this site;
- Process any purchases of products and/or services that you may make through this site, including charging, billing and collecting debts and shipment of products to you;
- Make changes to your account;
- Respond to any queries or feedback that you may have;
- Conduct appropriate checks for credit-worthiness and for fraud;
- Prevent and detect any misuse of, or fraudulent activities involving, this site;
- Conduct research and development in respect of our products and/or services;

- Gain an understanding of your information and communication needs or obtain your feedback or views about our products and/or services in order for us to improve them; and/or
- Maintain and develop our business systems and infrastructure, including testing and upgrading of these systems, and for any other purpose reasonably considered necessary or desirable by the Company in relation to the operation of our business.

From time to time we may email our customers with news, information and offers relating to our own products/services or those of selected partners. Your personal information may also be collected so that the Company can promote and market products and services to you. This is to keep you informed of products, services, and special offers we believe you will find valuable and may continue after you cease acquiring products and services from us. If you would prefer not to receive promotional or other material from us, please let us know and we will respect your request. You can unsubscribe from such communications at any time if you choose.

WHEN WE MAY DISCLOSE YOUR PERSONAL INFORMATION

In order to deliver the products/services you require or for the purposes set out above, the Company may disclose your personal information to organisations outside the Company. Your personal information may be disclosed to these organisations only in relation to this site, and the Company takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information. These organisations may carry out or provide:

- Customer enquiries;
- Mailing systems;
- Billing and debt-recovery functions;
- Information technology services;
- Marketing, telemarketing and sales services;
- Market research; and
- Website usage analysis.

In addition, we may disclose your personal information to:

- Your authorised representatives or legal advisers (when requested by you to do so);
- Credit-reporting and fraud-checking agencies;
- Credit providers (for credit-related purposes such as creditworthiness, credit rating, credit provision and financing);
- Our professional advisers, including our accountants, auditors and lawyers;
- Government and regulatory authorities and other organisations, as required or authorised by law;
- Organisations who manage our business strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our business risk and funding functions; and
- The police or other appropriate persons where your communication suggests possible illegal activity or harm to others.

PROHIBITED USE OF INFORMATION

We do not permit the use of any personal information obtained via our services for unlawful purposes, including doxxing (the malicious sharing of personal information to cause harm). This is now a criminal offense under Australian law, carrying penalties of up to 7 years imprisonment.

ACCESSING YOUR INFORMATION

In most cases, you may have access to personal information that we hold about you. At any time you can request a copy of the Personal Information we have on file about you, or request a change or deletion of information. Any request from you must be in writing and we will then verify your identity and provide the requested information within a reasonable time. We reserve the right to charge a fee to cover the cost of verification of identity and retrieving, copying and supplying any material requested.

In some cases, we may refuse to give you access to personal information that we hold about you. This may include circumstances where giving you access would:

- Be unlawful (e.g., where a record that contains personal information about you is subject to a claim for legal professional privilege by one of our contractual counterparties);
- Have an unreasonable impact on another person's privacy; or
- Prejudice an investigation of unlawful activity.

We may also refuse access where the personal information relates to existing or anticipated legal proceedings, and the information would not be accessible by the process of discovery in those proceedings.

If we refuse to give you access, we will provide you with reasons for our refusal.

COMPLAINTS

If you have a problem or complaint, please let us know. You may lodge your complaint at Contact Us.

We will deal with complaints as follows:

1. Let us know If you would like to make a complaint, you should let us know by contacting our Privacy Officer (see below for contact details).
2. Investigation of complaint. Your complaint will be investigated by our Privacy Officer.
A response to your complaint will be provided in writing within a reasonable period.
3. Contact OAIC.

We expect our procedures will deal fairly and promptly with your complaint. If you believe that we have not adequately dealt with your complaint, you may complain to the Office of the Australian Information Commissioner at www.oaic.gov.au.

CHANGE OF DETAILS

You can correct and update your Personal Information, make a complaint, or opt out of any future communications by:

Sending an e-mail using our contact form

Phone our Human Resources Dept on Int Tel: +61 7 5436 2000

Fax to: 61 7 5494 8604

Post to:

Att: Privacy Officer
Australia Zoo
Steve Irwin Way
Beerwah Qld Australia 4519

PROTECTING INFORMATION PROVIDED VIA THE INTERNET

Our site uses security encrypted response forms when personal and financial details are requested. The security we use between your browser and our web-site is SSL (Secure Sockets Layer) encryption.

THIRD PARTY SITES

You may click-through to third party websites from this site, in which case we recommend that you refer to the privacy statement of the websites you visit. This Privacy Policy applies to this site only and the Company assumes no responsibility for the content of any third party websites. We are not responsible for the content, privacy practices or business practices of any website or company except our own.

GDPR

The Company welcomes the General Data Protection Regulation ("GDPR") of the European Union ("EU") as an important step forward in streamlining data protection globally. We intend to comply with the data handling regime laid out in the GDPR in respect of any personal information of data subjects in the EU that we may obtain.

GDPR Rights

The requirements of the GDPR are broadly similar to those set out in the Privacy Act and include the following rights:

- You are entitled to request details of the information that we hold about you and how we process it.
For EU residents, we will provide this information for no fee;

You may also have a right to:

- Have that information rectified or deleted;
- Restrict our processing of that information;
- Stop unauthorised transfers of your personal information to a third party;
- In some circumstances, have that information transferred to another organisation; and
- Lodge a complaint in relation to our processing of your personal information with a local supervisory authority; and
- Where we rely upon your consent as our legal basis for collecting and processing your data, you may withdraw that consent at any time.

If you object to the processing of your personal information, or if you have provided your consent to processing and you later choose to withdraw it, we will respect that choice in accordance with our legal obligations.

However, please be aware that:

- Such objection or withdrawal of consent could mean that we are unable to provide our services to you, and could unduly prevent us from legitimately providing our services to other customers/clients subject to appropriate confidentiality protections; and
- Even after you have chosen to withdraw your consent, we may be able to continue to keep and process your personal information to the extent required or otherwise permitted by law, in particular:
 - To pursue our legitimate interests in a way that might reasonably be expected as part of running our business and which does not materially impact on your rights, freedoms or interests; and
 - In exercising and defending our legal rights and meeting our legal and regulatory obligations.

STORAGE AND PROCESSING BY THIRD PARTIES

Data that we collect about you may be stored or otherwise processed by third party services with data centres based outside the EU, such as Google Analytics, Microsoft Azure, Amazon Web Services, Apple, etc and online relationship management tools. We consider that the collection and such processing of this information is necessary to pursue our legitimate interests in a way that might reasonably be expected (e.g., to analyse how our customers/clients use our services, develop our services and grow our business) and which does not materially impact your rights, freedom or interests.

The Company requires that all third parties that act as “data processors” for us provide sufficient guarantees and implement appropriate technical and organisational measures to secure your data, only process personal data for specified purposes and have committed themselves to confidentiality.

DURATION OF RETENTION OF YOUR DATA

We will only keep your data for as long as is necessary for the purpose for which it was collected, subject to satisfying any legal, accounting or reporting requirements. At the end of any retention period, your data will either be deleted completely or anonymised (for example, by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning). In some circumstances, you can ask us to delete your data.

KEEPING YOUR INFORMATION UP-TO-DATE

To ensure that your personal information is accurate and up to date, please promptly advise us of any changes to your information by contacting our data protection officer by email or by post.

ACCESSING YOUR INFORMATION

The Crocodile Hunter Lodge, Silverback Properties Pty Ltd’s websites contains links to other sites. Other sites may also have links to our website. In either case, we are not responsible for the content, privacy practices or business practices of any website or company except our own.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to vary this Privacy Policy at any time, so please review it frequently. Changes to this Privacy Policy will be published by posting an updated Privacy Policy on our website and are effective upon posting. Your continued use of our website, provision of information or receipt of information, will signify your consent to be bound by this Privacy Policy.