

Privacy Policy

Dido's Place, a private Australian business, undertake the provision of accommodation and tourism related services. All our agreements, terms and policies are enforced in line with the laws of New South Wales, Australia. We do not require that you provide us with any of your (including the individual, others and organisation's the individual may represent) personal information unless you choose to engage with us. By choosing to use our website, communicate with us or engage our services, you are agreeing to the terms set out in this privacy policy including the gathering of automatic data.

Anyone under the age of 18 or that lack capacity to agree to these terms, their parent or legal guardian will be bound by these terms on their behalf by allowing them supervised or unsupervised access to our website and other engagement methods.

Common data that we collect and their purposes includes but is not limited to:

- your name, work organisation, email and postal address for marketing purposes,
- your name, phone number, address and email address to allow us to provide you adequate services and ensure we can enforce the terms of our service agreement,
- using cookies or other methods for general analytics data from our website and social media including your location and time spent engaging to ensure that we tailor our marketing information and user experience to meet your needs and to maintain the security and integrity of our online presence,
- publicly available information about you following your engagement with us including online reviews of our services or details of your experience so that we can include them in our marketing and inform our continuous improvement cycle, and
- any other data or personal information that is necessary or desirable when running a business for the purposes of conducting that business.

All personal identifying information that you provide is at your discretion. If you do not wish to provide us sufficient data for us to provide any services you request or ensure that we can enforce agreement terms, we have the right to refuse supply of our services. Any information regarding other individuals or organisations must only be provided if you have authority to do so, by providing such information you are agreeing you have this authority.

All personal information that we hold will be stored on a secure server in Australia or overseas. We may occasionally convert your data to hard copy for the purposes of service provision, contract execution or similar activities. Hard copy documentation will only be maintained in secure file storage where required by law or to enforce agreements. All hard copies will be destroyed using appropriate destruction methods when no longer required.

Access to personal information we hold will be restricted to employees, contractors and associates of our business, unless you have agreed otherwise and will be kept for an indefinite period unless we determine we no longer require the information. Your personal information will be used to provide for the specified purpose it was collected. All personal data that we collect, we do so with the specific intent of using it for marketing purposes, if you do not wish to receive marketing communication, you may opt out by emailing enquiries@didosplace.com.au.

We may provide your personal information to a third party:

- if required by law,
- if you request that we do so,
- to comply with our agreements with you,
- to comply with agreements with third parties with regards to funding contracts or invoice payment by third parties,
- as part of a legal dispute between yourself and our business,
- to enforce our rights under any agreements,
- to credit reporting agencies or debt collection services as appropriate,
- to outsource our regular business functions to third parties including marketing and accounting, or
- in instances where the information is provided to prevent harm to persons or property.

In the event that our business is sold or merges with another organisation, you agree that your personal information may be transferred between the organisations. Should we provide your personal identifying or contact information to a third party outside of our organisation outside of the permissions contained within this policy and other terms agreed by you, we will notify you prior to this occurring.

This privacy policy does not cover third parties, please refer to their privacy policy to determine how they will use your information. This includes when using embedded links and media on our website or using a third-party payment or booking website or application. We take no responsibility for the security and accuracy of third-party practices and policies.

You may request access to your personal information that we store and ask for us to correct information that is not accurate or complete. In order to provide this service, we will ask for proof of identity prior to giving you access. We may refuse you access to the information if a disclosure is unlawful, will prejudice our rights or result in the disclosure of the personal information of others. We may charge a fee for the retrieval of your information if it takes more than 15min of our staff time or we incur other expenses in the process. We are under no obligation to make changes to the information stored based on your requests if we believe it to be inaccurate or misleading. If you wish to be removed from any of our databases or mailing lists, please email enquiries@didosplace.com.au. We will retain any information that we are required to maintain by law or to enforce our legal rights.

This privacy policy may be updated at any time and it is your responsibility to review the policy at the time of each engagement to ensure you understand the terms you are agreeing to at that time. This policy should be read and applies in conjunction with other terms and conditions that apply to each engagement you make with us or our website and other platforms.

All complaints and feedback regarding privacy may be communicated to our email or postal addresses. We endeavour to answer all complaints or questions within 30 days of receipt.