

PRIVACY POLICY

Travels By Bridges (“us”, “our” or “we”) respects your privacy and this policy sets out how we collect, use, store, disclose and otherwise treat your personal information. Your personal information is collected by us for the primary purpose of providing travel services to you. In providing us with your personal information, you are agreeing that this Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using, and disclosing your personal information as outlined in this Privacy Policy. If you do not agree to the privacy practices outlined in this Privacy Policy you must not provide us with your personal information. However, this may affect the services that we can provide to you.

1. Collection of your personal information: The personal information collected, held, used, and disclosed by us is collected from you either directly or from third parties. We only collect personal information that is necessary to assist us in providing the services you request. The types of personal information that we collect from you depends on your individual circumstances and on the type of service that you request from us. For example, when you request us to make your travel arrangements, we collect personal information such as: (a) title (gender); (b) name; (c) date of birth; (d) address; (e) email address; (f) postcode; (g) nationality; (h) credit card or other payment details including billing address; (i) travel details; (j) passport number; (k) dietary requirements; (l) other information relevant to travel arrangements; (m) IP address of visitors to our website; and (n) using cookies to store a user’s name and password on their computer for future visits to our website. Sensitive information is collected if it is relevant to the provision of travel related services, such as insurance cover. This could include, but is not limited to, health information, religious practices or details of a criminal record that may be relevant to your travel arrangements. We may collect your personal information in a variety of ways, including the following methods: (a) information given directly by you when making a booking with us directly. This information will usually be provided in person during a meeting, online, or by telephone; (b) information you provide on our website, such as to register online for special deals or to receive our newsletters; (c) from one of our affiliated companies; (d) from other travel agents or service providers; (e) from market research companies; (f) from third party service providers that collect personal information when providing you with a service and then provide that information to us, such as frequent flyer programs.

2. Use of your personal information: We collect your personal information for the primary purpose of providing travel related services, including: (a) to make bookings with travel service providers, such as

airlines, hotels and tours, on your behalf; (b) to fulfill administrative functions associated with your purchase order, such as billing; (c) to correspond with you in relation to the travel services you have requested; (d) to provide you with promotional and marketing materials that may be of interest to you; (e) using the IP address of visitors to our website to help diagnose problems with our server, to administer our website and for statistical purposes. We will not sell our client database to third parties and will only use your personal information for the purpose for which it was provided or a related secondary purpose, unless you agree otherwise or the use and disclosure is permitted under the Privacy Act.

3. Disclosure of personal information: Your personal information may be disclosed to third parties in the following circumstances: (a) as required or authorized by law, such as where unlawful activity has been engaged in, or is suspected of being engaged in, as required by law enforcement officials or agencies; and (b) to travel service providers, such as travel wholesalers, tour operators, airlines, hotels and other service providers for the purpose of providing you with the travel services that you have requested. When we book travel arrangements for you and collect your personal information we act as an agent on behalf of travel service providers, such as airlines, tour companies, travel insurance providers, and hotels who are responsible for providing your services. The personal information that we need to disclose to third party travel suppliers to provide you with the travel services you request may include sensitive information. Some of the travel service providers that we disclose your personal information to may be located outside the United States of America. The overseas travel service providers may not have privacy standards equivalent to the standards imposed in the United States of America. We do not exercise any control over the privacy practices of overseas recipients. If you do not consent to this you should not disclose your personal information to us.

4. Security of your personal information: We take reasonable steps to: (a) ensure that personal information that we collect, use, and disclose is accurate, complete, up-to-date, and relevant, having regard to the purpose of the use or disclosure and stored in a secure environment; (b) implement physical, electronic, and organizational steps to protect your personal information that we hold from misuse, interference, and loss and from unauthorized access, modification, or disclosure; (c) regularly review and update our security measures to maintain the security, integrity, and privacy of personal information that we collect; (d) destroy or de-identify personal information when it is no longer required. Security measures that we have in place to protect your personal information include the following: (a) employing industry standard techniques such as firewalls, virus scanning tools, and

encryption; (b) requiring logins and passwords for access to all systems; (c) maintaining the confidentiality of customer information; and (d) using

secure networks when transmitting electronic data. To the extent permitted by law, we are not liable for any unauthorized access to your personal information or for any other security breach.

5. Unsubscribing: You can unsubscribe from receiving communications from us at any time. If you do not wish to receive any further marketing material from us click on the unsubscribe link.

6. Access to, and correction of, your personal information: You may request access to, or correction of, any of your personal information that we hold by contacting us directly using the details set out below. We will respond to your request within a reasonable period after the request is made.

7. Third party websites: Our website contains links to other websites that are not controlled, operated, or maintained by us. We are not responsible for the privacy practices of those

websites. Before providing your personal information to such websites, you should read, and ensure that you understand their privacy policies.

8. Updates to our privacy policy: This privacy policy is subject to change without prior or separate notification. Any changes will be posted to our website.

9. Complaints: If you have a complaint about the way we have dealt with your personal information, or if there has been a breach of this Privacy Policy, please contact us directly using the details set out below. We will respond to your complaint within a reasonable time.

10. Travels By Bridges contact details:

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