

Grampians Treasure Hunts Privacy Policy

1. Our Privacy Policy

This Privacy Policy applies to all personal information collected by us, the Trustee for Rohan P McDonald Family Trust trading as Grampians Treasure Hunts ABN 43 889 168 268 (“**Grampians Treasure Hunts**” / “**we**” / “**us**” / “**our**”) in connection with:

- the Grampians Treasure Hunts application (**App**);
- the Grampians Treasure Hunts website (**Site**);
- and any other products and services we may offer;

hereinafter collectively referred to as “**the Services**”.

Your privacy is very important to us and it is our policy to respect the confidentiality of information and the privacy of individuals. For this reason, please carefully read the following information about how we manage the personal information we hold about you and others and contact us if you have any questions.

By accessing or using the Services, you agree to this Privacy Policy and you are consenting to our collection, use, disclosure, storage and protection of your personal information as described herein. If you do not provide the information we require, we may not be able to provide the Services to you.

This Privacy Policy does not apply to:

- information that you provide to, or that is collected by any third party, such as social networks or other applications that you use in connection with the Services;
- any information that you provide to third party websites which we may link to from the Site or in the course of providing the Services.

We are not responsible for the privacy practices of such third parties and you should review their own privacy policy before providing your personal information.

2. Definitions

In this Privacy Policy, the following definitions apply:

- “**personal information**” is information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not;
- “**you**” / “**your**” means you, being a user;
- “**user**” means a user of the Services (including any part of the Services);
- “**Your Content**” means content that you create, upload, share, transmit, post, display, perform, publish, distribute or broadcast to or through or in connection with the Services, including but not limited to text, writings, images, photographs, audio, video, graphics, comments, suggestions, feedback,

location data, nearby places, reviews and all other forms of information or data;

- **“Terms of Service”** means the terms which govern your use of the Services and which can be found at <https://www.grampianstreasurehunts.com/terms-and-conditions>

3. Information we collect

We may collect several types of information from and about users of the Services, including:

- your e-mail address, mailing address, phone number, date of birth, password, gender, or skills, qualifications, competencies and accreditations;
- payment and transaction information, including details of the Services you use, preferences and interactions;
- Your Content – When you make Your Content available to us, you do so at your own risk and subject to our Terms of Service. We can make Your Content publicly available, display it on the Services, share it with businesses and distribute it to a wider audience through third party sites and services. You should therefore consider carefully what you include in Your Content and if you do not wish to reveal any personal information publicly, then you should ensure that it is not included in Your Content;
- your location via your smart phone or device;
- details of your communications and interactions with us;
- the name of the domain from which you access the internet and your browsing information;
- the date and time you access the Site;
- website and technical information, for instance, details about your browser, internet connection, usage details, websites visited, IP address, system preferences and devices;
- any other information you may provide to us from time to time.

We may obtain this information:

- from you directly when you register to use the Services or otherwise communicate or interact with us;
- while you are using the Services, including but not limited to when you when you create, upload, share, transmit, post, display, perform, publish, distribute or broadcast Your Content to or through or in connection with the Services;
- automatically as you navigate through the Services; and
- from third party sign in services or linked accounts, where applicable, in which case we obtain and store whatever information is made available to us by you through these third party services.

Like most websites, we also use cookies on the Site to enhance your experience, gather general visitor information, and track visits to the Site. Cookies are small files that websites or applications may transfer to your computer or device that are used to recognise repeat users and remember user preferences. Cookies can also be used to gain statistics regarding which areas of the Site are most visited. If you do not wish to receive cookies, you will need to adjust the settings of your browser to refuse all cookies or to notify you when a cookie is being sent to your computer or device. You should be aware that some of the Services may not function properly if you do not accept cookies. By using the Services, you consent to our use of cookies.

We may also collect and use technical data and other information about your devices and preferences when you use the App so that we can provide software support, updates and other services related to the App.

4. Why we collect this information

We collect this information:

- to provide and administer the Services to you and process transactions;
- to enhance and improve the Services to personalise and create a better overall experience for you;
- to enable you to participate in any interactive features of the Services;
- to communicate with you regarding the Services;
- to communicate with you regarding company news, updates, promotions and any other products or services we, our related entities, or partners may offer from time to time. If you do not wish to receive promotional information from us, you can let us know by contacting us or using the “unsubscribe” feature contained in our communications;
- to administer a competition, promotion, survey or other feature of the Services;
- to perform research and statistical analysis regarding the Services and your use of them;
- to support our business functions;
- to respond to any queries, concerns or feedback you may have;
- to assist with the diagnosis of problems or support issues with the Services and to monitor legitimate use of the Services;
- to carry out our obligations and enforce our rights in relation to any agreements between you and us in relation to the Services.

We may also collect, hold, use and disclose personal information for other purposes which will be explained at the time of collection, or which are required or authorised by law and for any other purpose with your consent.

Any data we request that is not required will be specified as voluntary or optional.

5. Disclosure of your personal information

Any of the information we collect from you may be disclosed to:

- our directors, officers, employees and associated entities for business and marketing purposes;
- third party services providers or contractors who assist us in providing the Services and conducting our business (including but not limited to processing payments, communicating offers and promotions, developing the Services and carrying out market research);
- our partners and/or third parties to market their products or services to you, if you have consented to receive promotional updates;
- approved technology services or data storage providers;
- regulatory or government organisations to comply with applicable laws;
- any purchaser of our business.

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. We may, however, disclose non-personally identifiable user information to other parties for marketing, advertising, or other uses.

We may also release your information when we believe release is appropriate to comply with the law, enforce our policies, or protect our or others' rights, property, or safety.

6. Protecting your personal information

Safeguarding the privacy of your information is important to us and we implement a variety of security measures to maintain the safety of your personal information and to prevent unauthorised access or disclosure. We also take measures to destroy and de-identify personal information that is no longer required for any lawful purpose.

These security measures include: password protected directories and databases to safeguard your information, Secure Sockets Layer ("SSL") technology to ensure that your information is fully encrypted and sent across the Internet securely and other measures to actively protect our servers from hackers and other vulnerabilities.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via SSL technology and then encrypted into our Payment gateway provider's database only to be accessible by those authorised with special access rights to such systems, and who are required to keep the information confidential.

After a transaction, your private information (such as credit card and payment details, etc.) will not be stored on our servers.

You can also play an important role in keeping your personal information secure by maintaining the confidentiality of any password or code used in connection with the Services. Please notify us immediately if there is any unauthorised use of your password or code by any other user or any other breach of security. We will not be held responsible for events arising from unauthorised access of your personal information.

7. **Accessing and correcting your information**

We try to ensure that all information we collect, use, maintain or disclose about you is accurate, current, and complete. We rely on you to promptly notify us of any changes to your personal information.

Upon request, we will provide you with access to personal information we hold about you related to your use of the Services. You can submit your request by contacting us, using the details set out below. You can request us to make changes to, update, correct or delete your information at any time.

8. **Our Terms of Service**

This Privacy Policy should be read in conjunction with our Terms of Service which contain important information regarding your use of the Services. By using the Services, you acknowledge and agree that you have read, understood and agree to be bound by the Terms of Service as well as this Privacy Policy (as may be amended from time to time).

9. **Changes to our Privacy Policy**

This Privacy Policy will be reviewed from time to time to take into account new laws and technology and to ensure that it remains appropriate to the changing environment. We reserve the right to amend, remove or vary this Privacy Policy from time to time without notice. Any information we hold will be governed by our most up to date version of the Privacy Policy. It is your responsibility to check this page regularly and take notice of any changes we may have made to this Privacy Policy.

10. **Complaints or queries**

If you believe that we have breached this Privacy Policy or if you can have comments, concerns or complaints about our collection, use or disclosure of your personal information, you can contact us using the contact details set out below.

We may require you to submit a complaint in writing and provide further details regarding the circumstances of the complaint. We will deal with the complaint fairly and in a timely manner, having regard to the nature of the complaint. If the matter is more complex and we anticipate that the investigation will take longer than anticipated, we will notify you and keep you informed of the progress of the investigation.

If you are not satisfied with the result of your complaint to us, you can refer your complaint to the Office of the Australian Information Commissioner:

Address: GPO Box 5218, Sydney, NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

11. **Contacting us**

If you have any questions regarding this Privacy Policy or any of your dealings with us, you can contact us using the information below:

Grampians Treasure Hunts

Address: 23-27 Tymna Drive, Halls Gap, Victoria 3381

Phone: +61 3 5356 4281

Email: info@grampianstreasurehunts.com

Website: www.grampianstreasurehunts.com