

Privacy Policy

1. Our Commitment

Mystic Ocean Pty Ltd (ACN 614 132 688) as Trustee for The Calvert Family Trust (ABN 19 305 873 589) trading as “Bush to Ocean Road Tours” and its related entities (the “**Mystic Ocean**”) are committed to maintaining the privacy and confidentiality of our customer’s (“**You**”) personal information.

Mystic Ocean is an ‘APP entity’ within the meaning of the *Privacy Act 1988* (Cth) (“**Privacy Act**”), which means it is obliged to adhere to the Australian Privacy Principles (“**APPs**”) when collecting, using and disclosing personal information.

2. Your Personal Information

Personal information is information or an opinion about an identified or reasonably identifiable individual (“**Personal Information**”).

Mystic Ocean respects the importance of your privacy and acknowledges that when you provide your Personal Information, you do so, on the provision that unless you give Mystic Ocean permission Mystic Ocean will only collect, use and disclose your Personal Information in accordance with the Privacy Act.

3. Your Sensitive Information

Sensitive Information is information concerning racial origin, political or religious beliefs, sexual orientation and prior criminal history. Mystic Ocean will not collect Sensitive Information about you except with your consent or only where it is reasonably necessary to collect such information or required by law. Mystic Ocean will notify you as soon as practicable should it obtain or require Sensitive Information about you.

4. Collection and Storage

Mystic Ocean collects Personal Information about individuals, where the information is necessary to conduct its business.

4.1 Kinds of Personal Information collected

The type of personal information Mystic Ocean may collect could contain the following:

(a) name;

(b) residential address;

(c) date of birth;

(d) gender;

(e) bank details;

(f) employment or business;

(g) contact details, including email address and telephone numbers; and

(h) information collected via electronic communications, which may include internet protocol addresses, the time, date and place of the communication.

4.2 Collection of Personal Information

The Personal Information is collected when you:

(a) provide it to Mystic Ocean;

(b) visit and browse Mystic Ocean’s website;

(c) interact with Mystic Ocean electronically, via social media (including Facebook, Instagram and Twitter); or

(d) contact Mystic Ocean by email or telephone.

4.3 Collection from third parties

Mystic Ocean may collect Personal Information from a third party where:

(a) the third party is Mystic Ocean’s Related Bodies Corporate (as defined in the Corporations Act 2001 (Cth)), business partners, credit reporting bodies, other customers or your representatives; or

(b) you have consented to the collection of the information; or

(c) Mystic Ocean is required, or authorised under Australian law, court/tribunal, to do so; or

(d) it is unreasonable or impracticable to obtain the information from you; or

(e) the information is publicly available.

4.4 Purpose of collection

Mystic Ocean will collect the Personal Information for Primary and Secondary Purposes. The Primary Purpose of collection is for conducting the business of Mystic Ocean, particularly the supply of services to you. The Secondary Purpose of collection is matters incidental to the conducting of the business of Mystic Ocean such as marketing, data storage, debt collection and compliance with the law.

Mystic Ocean will not use your Personal Information for a purpose other than the Primary and Secondary Purposes, unless permitted by you or the law.

5. Use and Disclosure

Mystic Ocean will only use your Personal Information for the Primary and Secondary Purposes, unless otherwise required by law.

In particular, Mystic Ocean may:

- (a) use the Personal Information to verify your identity;
- (b) use the Personal Information to provide its products or services to you, to assist you with enquiries or purchases, or to provide you with better customer service;
- (c) use the Personal Information to administer and manage the products and services Mystic Ocean provides to you, to charge and bill you for them, and to collect any amounts you may owe Mystic Ocean;
- (d) reproduce and store the Personal Information for the Primary or Secondary Purposes; or
- (e) share your Personal Information internally or to Related Bodies Corporate, or with its contractors or other service providers, for the Primary and Secondary Purposes.

6. Marketing

Mystic Ocean may use your Personal Information to send you marketing. When you receive Mystic Ocean's marketing, Mystic Ocean will provide you with an option to opt out of receiving future direct marketing. If you do not elect to opt out of receipt of future marketing, Mystic Ocean may continue to send you marketing until you opt out.

If you require further information in relation to opting out of Mystic Ocean's marketing, please contact Mystic Ocean's Privacy Policy Officer (details provided below).

7. Data Quality and Security of your Personal Information

Protecting your Personal Information is a priority for Mystic Ocean. Mystic Ocean may hold your Personal Information in electronic and physical files or on secure servers, storage and archive systems, including the Cloud, and take reasonable steps to ensure that your Personal Information is protected.

It is important to Mystic Ocean that the Personal Information it maintains and uses is accurate, complete and up-to-date. If at any time your Personal Information changes, contact the Privacy Officer on the details below so that it can update Mystic Ocean's records.

The Personal Information Mystic Ocean holds about you is treated confidentially and is only accessed when necessary. Whilst Mystic Ocean takes caution to protect your Personal Information, no data transmission over the internet or electronically can be completely secure. Once Mystic Ocean has received your Personal Information, Mystic Ocean will take all appropriate measures to use procedures and programs to ensure that the information on its systems is secure. Mystic Ocean will take reasonable steps to protect the Personal Information it retains from misuse, loss and from unauthorised access, modification or disclosure.

Mystic Ocean will not be liable for any loss, corruption, delay or loss of confidentiality arising from any data or information transmitted electronically if it has followed appropriate virus checking and privacy procedures.

You may also assist Mystic Ocean to keep your Personal Information secure by ensuring appropriate back-up, security and virus check procedures are in place for any data or information provided to or received from Mystic Ocean electronically. Please use your discretion and exercise caution when providing your Personal Information.

Mystic Ocean will not retain any of your information for any longer than it is required by us or the law. Mystic Ocean may also de-identify your information where applicable.

8. Accessing, Correcting and Deleting Your Personal Information

You may request access to Personal Information that Mystic Ocean holds about you at any time. However, this right of access is subject to some exceptions permitted by law. To make a request, please put your request in writing to the Privacy Officer using the contact details below.

In normal circumstances Mystic Ocean will give you full access to the Personal Information held about you as soon as practicable, subject to and in accordance with the Privacy Act. However, in some circumstances Mystic Ocean may require proof of identity, impose a charge or deny your request if it would be unreasonable to provide you with access, or would impact on the privacy of another person.

Mystic Ocean reserves the right to charge a fee for searching for and providing access to your Personal Information. In the event Mystic Ocean refuses you access to your Personal Information, Mystic Ocean will provide you with an explanation for that refusal.

You may deal with Mystic Ocean anonymously where it is lawful, practicable and reasonable to do so.

You can request that information about you be corrected or deleted. However, Personal Information may be retained in certain files in order to resolve disputes or for auditing purposes. Some Personal Information may also be retained in Mystic Ocean's technical systems in accordance with its data security procedures.

9. Changes to this Policy

Mystic Ocean may in its absolute discretion review and change this Privacy Policy from

time to time. The amended Privacy Policy will be published on Mystic Ocean's website and will apply whether or not Mystic Ocean has given you specific notice of any change. Check the Privacy Policy on Mystic Ocean's website periodically if you would like to monitor any changes.

10. Complaints

If you believe there has been a breach of your privacy, you may make a complaint by advising the Privacy Officer in writing, using the contact details below. Mystic Ocean will respond to your complaint within a reasonable period of time.

If the complaint cannot be resolved, you may refer your complaint to the Office of the Australian Information Commissioner.

11. Governing Law

This Privacy Policy and use of Mystic Ocean's website are governed by the laws of Australia. If a dispute arises under this Privacy Policy, you agree to attempt to resolve the dispute under those laws.

12. Access to Privacy Policy

If you require a copy of Mystic Ocean's Privacy Policy in another form, please contact the Privacy Officer using the details below.

13. Contact Details of Privacy Officer

Name: Russell Calvert
Address: 10 Holmwood Avenue, Anglesea, Victoria 3230
Phone: 03 5263 3663
Email: info@bushtooceanroadtours.com.au