



MIND • BODY • VIBE

PRIVACY POLICY pg 1

The purpose of this policy sets out the approach MIND BODY VIBE TRAVEL - ABN 69 393 963 318 ("us", "our" or "we") will take in relation to the collection, storage and use of personal information. This policy has been developed in accordance with the Privacy Act 1988 and the Australian Privacy Principles.

MIND BODY VIBE TRAVEL recognises that your privacy is important to you. All of our employees and data processors, who have access to, and are associated with the processing of personal data, are obliged to respect the confidentiality of your personal data. 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

We will only collect personal information where such information is reasonably necessary for us to undertake our functions and activities. Generally we collect personal information when you make an enquiry or a booking with our agency or you have willingly joined one of our social media communities operated by MIND BODY VIBE TRAVEL or our sister company (MIND BODY VIBE PTY LTD ACN 648345037). We may also collect personal information when you email us, write to us, call us or register with us for direct marketing, events or surveys. This personal information may include your full name, date of birth, phone numbers, e-mail address and street and postal address.

Our website mindbodyvibe.com.au records other information as well. This information is used to improve the structure and performance of these sites and to provide users with an improved service.

NOTE: COOKIES, PIXEL TAGS AND GEO-LOCATION INFORMATION

mindbodyvibe.com.au uses "Cookies". A "cookie" is a packet of information that allows the server (the computer that houses our websites) to identify and interact more effectively with your computer. Our websites may also store cookies on your web browser in order to improve service for you on your subsequent visits to this website. The use of cookies is an industry standard and most major websites use them. Most internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your internet browser to disable cookies or to warn you when cookies are being used.

If you disable the use of cookies on your web browser or remove or reject specific cookies from our websites or linked sites then you may not be able to gain access to all of the content and facilities on our website.

We also use pixel tags to monitor the open rate of our communications. This helps us understand the effectiveness of communications we send. We do not use this information for any other purpose.

When using the MIND BODY VIBE TRAVEL mobile site or applications (if applicable), you may search for products and services in the area in which you are located. If you choose to do so, depending on the mobile device or application you are using, we may collect your geo-location information to search for the applicable products and services or to personalise and improve your individual viewing experiences on our website and provide information that may be of interest to you. You may at any time disable our collection and use of your location information by turning location services off at the device level.

NOTE: GOOGLE ANALYTICS

When you visit certain sections of our website, Google Analytics, a website analytics service provided by Google, Inc ("Google"), will place cookies on your computer's browser. The information generated by the cookies about your use of our website is transmitted to Google. This information is then used for the purpose of compiling statistical reports to enable us to measure and analyse the number of visits to our website and its pages, the average time spent on the site and the pages viewed. We will not (and will not allow any third party to) use Google Analytics to track or to collect any personal data of visitors to our website. We will not associate any data gathered via use of cookies with any personal data from any source as part of our use of Google Analytics. For further information about Google Analytics please [click here](#) and for details of Google Analytics' Privacy Policy, please [click here](#). You may choose to opt-out of Google Analytics using the Google Analytics Opt-out Browser Add-on which you may access [here](#).



MIND • BODY • VIBE

PRIVACY POLICY pg2

NOTE: SOCIAL MEDIA LINKS

Our website includes social plug-ins, such as the Facebook or Twitter button, and gives you the option to post information about your activities on our Site to your social media accounts. These features may collect your IP address, which page you are visiting on our website, and may set a cookie to enable the feature to function properly. Social plug-ins are either hosted by a third party or hosted directly on our website. Your interactions with these features are governed by the privacy policy of the company providing them.

2. INFORMATION WE MAY HOLD ABOUT YOU

We use the following information for us to undertake our functions and roles.

Your contact and personal information. We will hold contact information you provide to us, including name, date of birth, mailing and business address, phone number, email address and any industry memberships or preferences required for your travel arrangements.

Your payment and invoicing information. We will hold payment and invoicing information you provide to us, which may include credit card number, banking details and invoicing address where you have authorised us to take travel booking payments.

Website usage information. If you use our websites, we record the time, date and URL of the request, along with information on the browser software that is being used, and the address of the referring site or email message.

Other information about your interactions with us. When you contact us or we interact with you via our office, phone, fax, email or mail, we may hold that information.

3. WE MAY USE YOUR INFORMATION IN THE FOLLOWING WAYS:

Provide you with travel products and services;

Consider your request for a product or service;

Promote our relationship with you by providing updates on promotions and services we think may interest you;

Assist in arrangements and reservations with suppliers (such as airlines, tour operators, car hire operators, hotels and insurance providers) in relation to the provision of a product or service;

Collect and process payments, through us or a third party;

Perform all other administrative, accounting and operational tasks (including systems development and testing, staff training, and market or customer satisfaction research);

To facilitate your participation in loyalty programs;

Analyse trends in sales and travel destinations;

Personalise the service or communication we provide to you,

Undertake marketing activities such as mail-outs, emails, e-newsletters, SMS notifications and telephone calls;

Investigate, detect and protect us and other third parties against, negligence, breach of contract, fraud, theft and other illegal activities.

4. DISCLOSURE OF YOUR PERSONAL INFORMATION:

We may disclose your personal information to related or unrelated third parties in the following manner:

Suppliers of products which you have selected (such as airlines, tour operators, car hire operators, hotels and insurance providers)

Third party travel service providers who assist in fulfilling the booking you have made

Our online booking facility operator and host and others who assist in providing these services

Third party sponsors or co-sponsors of promotions on our website or at physical events. Only information collected during the promotion will be disclosed to these parties. Other industry representative bodies including the Council of Australian Tour Operators (CATO) and International Air Transport Association (IATA). Where we are required by a law, court or tribunal to provide your personal information, we will provide your personal information in accordance with the requirements of conditions stipulated by the law court or tribunal.

NOTE: THIRD PARTY WEBSITES

Our websites contain links to other third party websites. We do not control the content or privacy policies of third party websites you may navigate to. You should check the privacy policy and terms of use of those websites. We do not sell, rent or share our membership/participant lists on a commercial basis to third parties.