

LA BELLA VITA PRIVACY POLICY

Welcome to La Bella Vita!

We want to make sure that you understand how we store, maintain, use and disclose personal information. We are committed to taking our privacy obligations seriously in accordance with the Australian Privacy Principles in the Privacy Act 1988.

In this privacy policy, we may refer to us (La Bella Vita, J.E Bishop & T BISHOP Partnership ABN 26 541 764 499) as **'we'**, **'us'** or **'our'**.

By providing personal information to us, you consent to our storage, maintenance, use and disclosing of personal information in accordance with this privacy policy.

We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy.

1. THE PERSONAL INFORMATION WE COLLECT FROM YOU

When you use our website (for example, to make a booking), the personal information we collect may include the following:

- first name and last name;
- email address;
- telephone number and other contact details;
- organisation name;
- mailing or street address;
- estimated arrival time for any bookings made with us;
- credit card or other payment information (which will always be encrypted);
- any other information provided by you to us via our website or our online presence, or otherwise required by us or provided by you.

2. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information either directly from you, or from third parties), including where you:

- contact us through our website;
- submit any of our online booking forms;
- communicate with us via email, telephone, SMS, social applications (such as Facebook) or otherwise;
- interact with our website, social applications, services, content and advertising; and
- make a booking on a third-party website such as Booking.com or Expedia.

We may also collect personal information from you when you use or access our website or our social media pages. This may be done through the potential use of 'cookies', which are small files that store information on your computer, mobile phone or other device and enable and allow the creator of the cookie to identify when you visit different websites. If you do not wish information to be stored as a cookie, you can disable cookies in your web browser.

3. HOW WE USE YOUR PERSONAL INFORMATION

We will only collect and use your personal information:

- to provide services or information to you;
- for record keeping and administrative purposes;

- to comply with any legal obligations, resolve disputes or enforce any agreements with third parties; and
- to send you administrative messages, reminders, notices, updates, security alerts, and other information requested by you.

We may disclose your personal information to cloud-providers, contractors and other third parties located inside or outside of Australia. If we do so, we will take reasonable steps to ensure that any overseas recipient deals with such personal information in a manner consistent with how we deal with it.

4. SECURITY

We take reasonable steps to ensure your personal information is secure and protected from any misuse or unauthorised access. Our information technology systems are password protected, all credit card details are encrypted, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

5. LINKS

Our website may contain links to other websites (such as a link to Facebook). Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites and we suggest you review the privacy policies of those websites before using them.

6. REQUESTING ACCESS OR CORRECTING YOUR PERSONAL INFORMATION

If you wish to request access to the personal information we hold about you, please contact us using the contact details set out below including your name and contact details. We may need to verify your identity before providing you with your personal information. In some cases, we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.

If you think that any personal information we hold about you is inaccurate, please contact us using the contact details set out below and we will take reasonable steps to ensure that it is corrected.

7. CONTACT US

If you wish to contact us for any questions, complaints, request to access your information or any further information about our privacy policy or practices, please contact us using the details set out below. Any complaints will be investigated promptly, and we will respond to you within a reasonable timeframe.

Name: Joan Bishop

Email: joanbishop111@gmail.com

Our privacy policy was last updated on 14 September 2020.