

Privacy Policy

Privacy Statement

Peninsula Eco is privately-owned, and we supply or promote other products and services that we believe will benefit our guests.

Collection, Use, and Disclosure

We are required to collect personal information such as your name, address, other contact details, and personal identification so that we can supply you with accommodation, ancillary services and products, and to do all things necessarily associated with providing such services. Information may be collected from you by telephone, in person, in writing or online. Some of the information is needed so we can protect ourselves from possible non-payment and to protect your privacy.

We engage third party contractors and may need to disclose personal information to them to enable them to carry out their work, which may include supplying you with services and products you have requested. Contractors may also be engaged to carry out other business activities on our behalf, including marketing and promotional material and personal information collected from you may be disclosed for this purpose. Disclosure of your personal information may also be necessary for legal reasons; to provide to law enforcement agencies or in emergencies. Unless you inform us otherwise, your personal information may be disclosed to our contractors to inform you about other offers or services available to you as our guest.

Information we receive for employment applications will be retained securely by us and may be disclosed for the purposes of considering your application.

If you contact us on any other matter (compliment, complaint, or seeking information), we will use the information disclosed for the purpose for which you provided it. This may include replying to you and forwarding your information to our employees or contractors providing services so that we can respond to you. We may also need to access existing records of your account, or previous information you have provided to us if it assists in responding to your matter. Personal details you send to us in these circumstances will not be added to a mailing list or used for any other purpose without your consent.

Please make sure that your children do not provide us with any personal information without your permission, e.g. online. We do not knowingly collect personal information from children under the age of 18, except as provided directly by an adult on their behalf or with an adult's permission. If you believe your child has submitted personal information to us, please contact us so that we can delete such personal information.

Security

We will take reasonable steps to protect personal information we hold from misuse and loss from unauthorised access, modification and disclosure.

Access and Correction

You are entitled to access your personal information on request, unless certain circumstances specified in the Privacy Act apply (for example where access would unreasonably interfere with the privacy of others). In some circumstances, we may ask you to apply in writing. We will need to confirm your identity before we can provide you with access to personal information we hold about you. If the circumstances specified in the Privacy Act apply and we are entitled to refuse to give you access, we will explain this to you. Please let us know if you believe personal information we hold about you is inaccurate, incomplete or out of date. Unless we disagree, we will update our records. If we disagree, and you request us to do so, we may include a statement to the effect that you claim the information is inaccurate, incomplete or out of date with our records.

Online

Our website is operated by a contracted Internet Service Provider. We also supply other products and services and, occasionally, offer other products and services in conjunction with other suppliers. Transmission of information to us over the internet is not secure. Others may be able to intercept or view and collect the information you send over the internet. We will not know if this has happened and cannot guarantee security.

Email

If you email us from our website, we will record the information you give us. If you send us an email the information you give us will only be used for the purpose for which you provided it. This may include replying to you and forwarding your email to employees or to contractors providing services to us so that we can respond to your email. We might also need to access our existing records of your account, or previous information you have provided to us if it assists in responding to your matter.

Policy Changes

This policy may be reviewed and changed. An updated version of this policy will be available on our website. We recommend you review our online privacy policy whenever you visit our website to ensure you are aware of our current practices concerning the handling of personal information.