



All Access Holidays Privacy Policy

This privacy policy explains how Optimum Care Services Pty Ltd (ACN 613 681 468) t/a All Access Holidays ("AAH" "us" "we" "our") deals with personal information. "*Personal information*" is a reference to information that is identifiable to you as an individual. Personal information includes "*Sensitive Information*" which is information such as health information and information about your culture and religion.

The type of information we collect

We collect information from people that want to inquire about a holiday including:

- Name
- Address
- Telephone number
- Whether wheelchair transport is required; and
- The level of support a traveller will need.

We also collect the information about the person completing the form on behalf of a proposed traveller, including when a client is referred to us. This is so that we can address all inquiries with a preliminary understanding of the travel needs that may be required which includes information such as:

- Whether you are registered with NDIS
- Religious and Cultural information
- Medicare Card and Health Care Card information
- Health and medication conditions
- Fears and dislikes;
- Interests and social interactions.

We need this information to provide our services to our travelling clients and to ensure the health and safety of all clients. If this information is not given to AAH we may not be able to offer our services.

How we collect personal information

We collect information directly from people who engage with us. This includes potential clients, clients and people acting on behalf of clients or referring people to us.

If we are contacted by a third party on behalf of a potential client /client we are collecting information on the understanding that the potential client / client has provided his or her consent to the third party. Clients are required to provide us with the names, and contact information of third parties such as other care service providers, medical professionals and emergency contacts.

How we use your information

We use information about our clients to ensure that we provide our services in a way that suits individual needs and so that any medical issues that might arise during the holiday can be addressed. We also use the information provided to us in the assessment form to understand whether we can provide our Services to clients. We use third party information in case an emergency arises so that we can contact the Client's emergency contact and medical / support professionals for advice or information to assist the Client.

We also use information to contact Clients or potential Clients about promotions or new holidays that are on offer. If you do not want to receive emails from us, you will be able to unsubscribe.

Disclosing your information

It is our service to make bookings on behalf of Clients and we only disclose personal information to third parties to facilitate our services. This means that personal information will be disclosed to third parties such as airlines, accommodation providers, bus companies, third party tour providers and other such service providers that we need to make bookings with. The purpose is to secure client bookings and ensure that individual client care needs are met.

We may disclose sensitive information about clients (such as health or religious information) to medical professionals if a medical issue arises whilst on holiday.

We do not otherwise sell information or disclose personal information unless required by law.

When a third-party provider is based outside of Australia, your information will be disclosed overseas. For example, if you are travelling to Vienna or Britain, the providers in those countries will be given your information. We store all our information on google drive. Google has numerous data centres scattered around the World, the majority of which are in the United States.

Cookies

As is common practice with most websites we may use cookies on our website, which do not cause you any damage, they assist us to provide a better service to you. You can switch off cookies on your individual devices, but this may affect the usability of our website.

Third party sites

Once you leave our website any linked websites are not within our responsibility or control and you should review the privacy policy of that site.

Security

Any information that we retain is kept securely to avoid unauthorised use or disclosure. When we no longer require your information, it will be safely destroyed. We take reasonable security measures to protect your information however to the extent permitted by law we are not liable for unauthorised access (including third party interference) to this information. We use Google drive which is subject to the security offered by Google. All passwords and access to our google drive is limited to our employees.

Accessing your information

is also important that the information that we keep is accurate and up to date so please inform us of any changes to the information that you provide. You are entitled to access your personal information that we hold and we will accommodate your request. You can do this by contacting the Privacy Officer at info@allaccessholidays.com.

Privacy Concerns

For further information, or to make a complaint about our treatment of your personal information please email our Privacy Officer at info@allaccessholidays.com and we will endeavour to respond to you within 30 days.

Changes to this Policy

We may make changes to this Privacy Policy from time to time, so we encourage you to revisit this page to ensure that you are up to date.

This Statement was last updated in January 2018.