



[www.luxuriadestinations.com.au](http://www.luxuriadestinations.com.au)

 1300 767 LUX



## **Privacy Statement & Security**

Luxuria Destinations (referred to in this Privacy Statement as "LD") respects your privacy and is committed to protect the personal information that you share with us. Below is our privacy policy that applies to [www.luxuriadestinations.com.au](http://www.luxuriadestinations.com.au) and/or any Web site (referred to in this Privacy Statement as the "Site") owned, operated, licensed or controlled by LD. This Site is intended for use by persons who are residents of Australia, New Zealand, UK, Ireland, USA, Scandinavia, Dubai & Western Europe who are over 18 years of age. By using this Site or communicating via telephone or otherwise with LD, you are accepting the practices described in this Privacy Policy.

### ***Information Collection***

When you browse the Site and have not registered for any online service from LD, you browse anonymously. Personal Information ("Personal Information" is defined as any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains including, but not limited to, a first and last name, E-mail address, a home, postal or other physical address, or other contact information) is not collected as you browse. LD does, however, use "cookies," "client variables" and "session variables" to collect information about how the Site and server are used and to recognize you as an LD online service user when you re-enter our Site. Information, such as the server your computer is logged onto, your browser type, and whether you entered the Site via a Web site or E-mail hyperlink, is collected and tracked in aggregate. This information is used for the purpose of measuring response rates to Web page and E-mail hyperlinks as well as overall Site activity and performance.

When you register for or request any Site service, you may be asked to provide us with Personal Information which is used to enhance your Site experience, expedite communications, allow you to receive electronic/postal mailings from LD, or to be contacted as requested. Additionally, we may request your upcoming travel plans and the next destination you plan to visit which allows us to further personalize your Site and E-mail messages you may receive to meet your specific needs, as well as make LD product improvements. We may also use this Personal Information in aggregate to generate market research reports.

### ***IP Address***

LD collects the IP addresses used to access our Site and the dates and times of access. This information is used to analyze trends, administer the Site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not personally linked to identifiable information.

### ***Registration for Online Products & Services***

In order to provide you with a particular Site product or service, we may request that you voluntarily supply us with Personal Information for purposes such as correspondence, Site registration, submitting an application or booking request, placing an order, requesting product descriptions, or participating in Site surveys and/or contests. If you are known to us as a registered user of an LD Site, we may combine information about your use of Site products or services with certain other online and offline information we have about you as an LD customer as well as information available from external sources in order to customize your Site experience and present you with relevant online and offline communications.

### ***Information Use***



[www.luxuriadestinations.com.au](http://www.luxuriadestinations.com.au)

 1300 767 LUX



We may use Personal Information you have given us with any of our group of companies, including our parent companies and any of our subsidiaries or commonly-owned companies, to for example, provide a service, ensure proper booking, measure consumer interest in our various products and services and inform you about products and services. If you have provided your E-mail address to us or to a company we've partnered with to make their products and services available to you, we may send you E-mail. These E-mails may be based on Personal Information you provided in your initial transaction with us, in surveys both online and offline, from information that may indicate purchasing preferences and lifestyle, as well as available from external sources. These E-mails come directly from LD. You can opt-out from receiving E-mail from LD as described below in the section, "Declining E-mail." When we send you E-mail, we may use your E-mail address to identify information about your receipt of the E-mail, including whether the communication was opened, how many times it was viewed and whether you clicked on an embedded hyperlink to reach a particular product or service. This information is used to measure response rates to E-mail communications as well as enhance your Site experience.

LD does not provide your Personal Information to our business partners. However, we may send you offers on behalf of our business partners. If you take advantage of an offer from an LD business partner and become their customer, they may independently wish to send E-Mails to you. In this case, you will need to inform them separately if you wish to decline receiving future E-mails from them.

We may share Personal Information with law enforcement agencies in the event of a criminal investigation or suspected illegal activity.

#### ***Forward/E-Mail this Page***

Site users can choose to request that a Site Web page be sent electronically to another person. When you elect to do this, you will be required to enter your E-mail address and name, the receiver's E-mail address and name, a subject line, and a text message that will go to the receiver. This will generate a preformatted E-mail message that will go from you to the receiver's mailbox with your message embedded in the text of the E-mail.

Forward/E-Mail This Page is completely voluntary and you will therefore have a choice whether or not to disclose the required information.

#### ***Contests***

When you enter a contest or other promotional feature on the Site, we may ask for your Personal Information so that we can administer the contest and notify winners. Participation in these contests is completely voluntary and you therefore have a choice whether or not to disclose the required information.

#### ***Online Surveys***

We value opinions and comments from LD customers, and you may have the opportunity to give us your feedback through Site surveys. In conducting these surveys, we may ask for your Personal Information so that we can appropriately identify you. Survey and Personal Information collected will be aggregated and used to make improvements to the Site and improve LD products and services. Participation in these surveys is completely voluntary and you therefore have a choice whether or not to disclose the required information.

#### ***Message Boards***

Users of Site Message Boards agree not to post any material which is knowingly false and/or defamatory,



[www.luxuriadestinations.com.au](http://www.luxuriadestinations.com.au)

 1300 767 LUX



inaccurate, abusive, vulgar, hateful, harassing, obscene, profane, sexually oriented, threatening, invasive of any individual's privacy or otherwise in violation of any law. Users agree not to post any copyrighted material unless they are the owners of the copyright. Users remain solely responsible for the content of their messages, and agree to indemnify and hold LD harmless with respect to any claim based upon the transmission of their message(s). As a user of a Message Board, in the event of a complaint or legal action arising from any posted message, LD reserves the right to reveal your identity (or any other information about you in our hands). LD does not vouch for or warrant the accuracy, completeness or usefulness of any message, and is not responsible for the contents of any message. The messages posted express the views of the author of the message and not necessarily the views of LD. As a user of a Message Board: (a) you automatically grant to LD (or warrant that the owner thereof has granted to LD), a nonexclusive, royalty-free license to use, modify, copy, distribute, transmit, publicly display, publicly perform, publish, adapt, create derivative works of, transfer or sell any such content, for any purpose whatsoever, including, without limitation, a commercial purpose, without any compensation to you; and (b) you agree that you will not publish, submit, or display such content to or on any other commercial travel-related web-site or on-line service without LD's prior written consent, which consent may be withheld by LD in its discretion. LD reserves the right to edit or delete messages prior to their appearance on the Site. Any user who feels that a posted message is objectionable is encouraged to contact LD immediately by E-mail at [info@luxuriadestinations.com.au](mailto:info@luxuriadestinations.com.au)

### ***Declining E-Mail***

LD provides customers with a means to decline receiving E-mail. At any time, you may request to discontinue receiving E-mail from LD by following the opt-out instructions included within any LD E-mail and informing us of your preference.

### ***Children***

This Site is not used to knowingly solicit Personal Information from or market to children under the age of 13. This Site is intended for use by persons who are over 18 years of age.

### ***Customer Information***

If you would like information about your account, you believe that LD has not complied with this Privacy Policy with respect to your Personal Information, or you have other related inquiries or concerns, you may write to: Luxuria Destinations, P. O. Box 800 Main Beach QLD 4217, Australia. In your letter, please describe in as much detail as possible the nature of your inquiry or the ways in which you believe that the LD Privacy Policy has not been complied with. LD will investigate your inquiry or concern promptly.

### ***Linked Internet Sites***

You should be aware that other Internet sites to which you link to from this Site may contain privacy provisions that differ from the provisions of our Privacy Statement. LD is not responsible for the privacy practices or content of other such sites. We encourage Site users to be aware when they leave the Site and to read the privacy statements of each and every Web site that collects personally identifiable information. This Privacy Statement applies solely to information collected by this Site.

### ***Security***

LD uses Secure Socket Layers (SSL), the industry standard in transferring information to process your orders. The SSL encrypts, or translates, your order information into a highly indecipherable code, which is processed



[www.luxuriadestinations.com.au](http://www.luxuriadestinations.com.au)

 1300 767 LUX



immediately. When you begin the transaction process, you will move into the secure area of our Site. A warning window may pop up to notify you that you are entering this "safe" area. Once you've entered, the page address (URL) will change from http to https, to let you know you are in a secure area. You will remain in this secure zone for the entire transaction process.

## **LUXURIA DESTINATIONS**

**Luxuria Pty Ltd**

**atf Luxuria Trust**

**A.B.N. 15 494 280 712**

P.O. Box 800

Main Beach QLD 4217

Australia

Tel: 1300 767 Lux

[info@luxuriadestinations.com.au](mailto:info@luxuriadestinations.com.au)

[www.luxuriadestinations.com.au](http://www.luxuriadestinations.com.au)