

Privacy Policy

Hosanna Farm Retreat PTY LTD (Hosanna Farmstay), trading as Hosanna Farmstay and Camp Hosanna believes that privacy is an important individual right and is important to its clients. It is committed to ensuring that the personal information provided is handled properly and with all due care. Hosanna Farmstay complies with the National Privacy Principles and the Privacy Act 1988. A summary of how personal information will be managed is set out in this policy.

Payment Card Industry Data Security Standard

Newbook eManagement Technology and Merchant Warrior in combination with Common Wealth Bank Australia, and BCU Bank make up our partners as far as collecting personal information relation to booking and paying for our products and services goes. These partners all comply with PCI DSS regulations.

In addition Hosanna Farmstay will protect sensitive information by having the information inaccessible for people other than qualified staff. Credit card information will be destroyed 2 weeks after departure automatically. Personal data and contact information will be stored and will be used discretely for management and marketing purposes of Hosanna Farmstay PTY LTD only. Information will not be transferred to a third party.

Personal Information

Information including but not limited to an opinion, payment details is treated as personal information if the subject individual can be identified from that information.

Collection of Information

Only necessary personal information is collected. Personal information will be collected directly whenever it is reasonable and practicable to do so. At or before collection, reasonable steps will be taken to ensure that awareness is made of the purpose or purposes of collection and the extent to which that information may be disclosed. Personal information does not have to be given, but if not given further assistance may not be possible. This possibility will be indicated to the client at the time.

Sensitive Information

Information that is regarded as sensitive under the Privacy Act 1988 such as racial or ethnic origin, political opinions, religious or philosophical beliefs will not be collected unless consent has been given.

Use & Disclosure

Hosanna Farmstay Retreat sometimes mails or emails marketing related information to customers, to keep them up to date with special offers, improvements, award wins, etc. The Management of Hosanna Farmstay Retreat respects your privacy. If you do not wish to receive such marketing related information, you can choose to be removed from the marketing database.

Quality & Security

Every reasonable effort will be made to ensure the security of personal information held and that the personal information collected disclosed and used in complete and accurate. The information when no longer needed will be destroyed or de-identified.

Access & Correction

Access to personal information or notification of any change to the information should be made to known to Hosanna Farmstay.

Concerns or Complaints

Concerns or complaints in relation to the handling of personal information should be directed to Hosanna Farmstay.

Effect of Policy

This is a policy not a contract and may be subject to change without notice. The policy was first dated 1 March 2015.