



# Privacy Policy

## Privacy Policy – Classic Leisure

This Privacy Policy applies to the activities of Classic Leisure Pty Ltd (ABN 99 097 693 144) and its affiliates which are referred to as “Classic” in this policy and set out in Schedule A. They include:

### 1 Collecting information about you

In accordance with the Privacy Act, Classic only collects personal information necessary for business purposes. We endeavour at all times to collect personal information in a fair and lawful manner, and to meet our customers’ expectations that we will respect their right to control how their personal information is collected and used.

Classic collects personal information in many parts of its business. These include:

- (a) In its role of managing resorts, Classic collects personal information related to bookings and as necessary for other purposes related to the management of the resort facility. Further personal information may be collected in specific instances such as in the event of an incident occurring on site for legal and insurance reasons.
- (b) Classic collects information about you when a person:
- Requests a reservation or enquires about their membership/ownership
  - Attends a sales presentation
  - First joins a program or applies to become a member/owner
  - Is referred to us by a friend or relative who attends a sales presentation.

Information collected by Classic generally includes full names, general contact details, personal details such as age range and gender, payment details, responses to surveys, etc, which are usually collected directly from the customer.

- (c) Classic also collects general business information relating to employees, contractors, resort managers and other individuals.

This policy explains the main features of Classic’s use of customer information and does not outline in detail the use of contractor and employee information (under the Privacy Act, there is a general exemption from the coverage of employee records).

- (d) The information collected from you, or about you, is only used for one of the following purposes:
- To make a reservation for you
  - To invite you to attend a sale presentation
  - To invite you to take part in any special promotions

These invitations are usually forwarded by mail and are followed through with a telephone call from our call centre.

### 2 Using and disclosing your personal information

The purpose of collecting information about you is to provide you with services, such as booking or exchanging your holiday accommodation and associated products and services. Classic uses personal information in several different ways in operating our membership programs and operating our business, and most of these uses are clear from the circumstances. We also use your personal information for internal quality assurance purposes.

We do not sell or rent the information collected from you or about you to any third party. Classic may send the information about you to other companies or people when:

- It is legally and reasonably obliged to assist or co-operate with agencies performing law enforcement functions
- It has your express consent to share the information

### **3 Service providers**

Classic uses a range of service providers to help us maximise the quality and efficiency of our services and our business operations. This means that individuals and organisations outside Classic, such as mail houses, will sometimes have access to personal information held by Classic and may use it on behalf of Classic. We require our service providers to adhere to strict privacy guidelines and not to keep this information or use it for any unauthorised purposes.

### **4 Marketing activities**

Classic manages communications with members, prospective members and customers according to its privacy policy. We respect individuals' choice about being contacted for marketing purposes. We may occasionally contact you at the e-mail or other address that you provide to us in order to:

- (a) Issue your annual maintenance levy invoice, levy reminder letters, advise you of the upcoming expiry of your week or any other membership benefits.
- (b) Provide you with updated information about our services or special promotions.
- (c) Provide you with other information about other products and services of which you may have an interest in. Some of this information is necessary as part of our communication about the Classic program and is sent to all members. However, if you are receiving promotional information from Classic and do not wish to receive this information any longer, you may request in writing to have your name removed from our list. Please allow 28 days for this request to be processed.

### **5 For our web site users**

Classic is committed to high standards of data security with respect to information collected on our site. We offer SSL encryption, the industry standard security measures for transactions made over the Internet.

For more information about these new technologies on our website, please contact our Privacy Officer by calling 07 5599 0900, by mail at PO Box 384, Coolangatta Qld 4225, or via e-mail [privacyofficer@classicholidayclub.com.au](mailto:privacyofficer@classicholidayclub.com.au)

### **6 You can access the information we keep about you**

If at any time you want to know exactly what personal information we hold about you, you are welcome to access your records by calling us. Your personal information will usually be made available to you within 14 days. For security purposes confirmation of your identity will be required prior to supply of this information.

### **7 Changing and deleting the information we have about you**

If at any time you wish to change your contact details, which may be inaccurate or out of date, please contact us and we will amend your details. If you wish to have your personal information deleted, please let us know in the same manner as referred to above and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

### **8 Storage and security of your personal information**

Classic endeavours to take all reasonable steps to keep any information we hold about you secure, accurate and up to date. Classic uses a sophisticated computer data network, and all access to the computers and system devices are password controlled. Employees can only gain access to data if they are authorised.

We also require our employees and data processors to respect the confidentiality of any personal information held by Classic. Data is stored in a secure data centre environment, with daily backups of all data taken and a copy of all data kept offsite. Our data network is totally private and not accessible over the Internet. We use sophisticated detection and intrusion technologies to ensure that there are no network security breaches.

## 9 What if you have a problem or question?

If Classic becomes aware of any ongoing concerns or problems concerning our privacy practices, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us.

## 10 Future Changes

Our commitment to continually improving our services means that our business will continue to evolve as we respond to customers needs. Because of this, from time to time, our policies will be reviewed and may be revised. Changes to Classic's Privacy Policy will be made by posting an updated version of the policy on our website and communicated subsequently in our publications for our members.

If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us:

**Address:** Privacy Officer  
PO Box 384  
Coolangatta Qld 4225

**Telephone:** 07 5599 0900

**Email:** [privacyofficer@classicholidayclub.com.au](mailto:privacyofficer@classicholidayclub.com.au)

**Website:** [classicholidayclub.com.au](http://classicholidayclub.com.au)

## SCHEDULE "A"

This Privacy Policy applies to the activities of Classic Leisure Pty Ltd (ABN 99 097 693 144) and its affiliates which are referred to as "Classic" in this policy, they include:

Beach House Seaside Resort Limited	ABN 37 010 534 764
Beachcomber International Resort Limited	ABN 41 010 899 368
Capri Waters Country Club Ltd	ABN 86 003 238 051
Classic Clubs Limited	ABN 54 104 824 964
Classic Holiday Club Pty Ltd	ABN 73 106 218 606
Classic Property Management Pty Ltd	ABN 87 001 566 221
Classic Property Holdings Pty Ltd	ABN 66 053 220 269
Classic Properties Australia Pty Ltd	ABN 86 089 053 609
Classic Exchange & Play Pty Lrd	ABN 72 109 658 326
Dial an Exchange Pty Ltd	ABN 11 078 812 469
Don Pancho Beach Resort Ltd	ABN 88 010 546 317
Golden Shores Holiday Club Limited	ABN 91 010 754 506
One Step Further Pty Ltd	ABN 99 072 973 105
Pacific Palms Resort Ltd	ABN 67 002 937 920
Palm Court Limited	ABN 60 010 074 334
Surfers Royale Management Pty Ltd	ABN 33 010 455 366
Surfers Royale Limited	ABN 90 010 502 575
The Trustee for Sandy Point Beach Resort Trust	ABN 65 497 378 068
Tiki Village International Ltd	ABN 78 002 261 592
Tiki Village Timeshare Trust	ABN 89 278 365 818
Lake Eildon Country Club Ltd	ABN 66 005 642 937
Vacation Club Limited	ABN 26 001 724 787
Classic Holiday Club Scheme	ABN 88 528 757 604
Australasian Resort Management Services Pty Ltd	ABN 80 010 857 780
Australasian Hotel Management Services Pty Ltd	ABN 34 051 620 770