

Privacy Policy

Maxan Investments Pty Ltd, trades as “Stonebridge at Big White” and “Ski Holidays and Tours” (herein referred to as Ski Holidays) and acts as a booking agent making reservations with the companies or associates offering services and products outlined.

Thank you for visiting our web site. This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

Note: the privacy practices set forth in this privacy policy are for this website only. If you link to other web sites, please review the privacy policies posted at those sites.

Type of personal information collected

The type of personal information we collect includes:

- Personal information you give us at any point throughout the enquiry or booking process including preferences, travel options and contact details.
- Transactional information and products purchased, which may include information provided to us by a third party including travel agents.
- Information about your visits and use of this website (such as your IP address, geographical location, browser type and versions, operating system, referral source, length of visit, page views and website navigation).
- Information you provide for the purpose of subscribing to our website services, email notifications and/ or electronic newsletters.

If we receive your personal information from third parties, we will protect it as set out in this Privacy Policy.

Collection and use of personal information

Collection of Information

We collect personally identifiable information, such as names, postal addresses, email addresses, when voluntarily submitted by our visitors. The information you provide is used to fulfill your specific request. This information is only used to fulfill your specific request, unless you give us permission to use it in another manner. We collect and use the personal information for the following purposes:

- Contacting and communicating with you and providing you with information
- Processing your booking and necessary documentation (including confirmations, statements, payments and etc)
- Advising of any special travel/health requirements
- Confirming your identity when using a service
- For marketing, promotions, publicity, information updates, direct marketing, media releases or market research undertaken by the company (note: electronic newsletters will be only sent if you have agreed to this. You can inform us at any time if you no longer require or wish to receive such marketing communications)
- Providing third parties with statistical information (note: this information will not be used to identify any individual user)
- Addressing any feedback or complaints you may have
- For internal record keeping

Cookie/Tracking Technology

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about the website use by means of cookies, stored on the users computer/s.

This information is used to create reports about the use of our website. Google will store this information. Google's Privacy Policy is at: www.google.com/privacypolicy.html

The Site may use other cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology, however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties. Third parties may also place cookies on your browser for targeted advertising purposes.

Distribution of Information

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorized transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

E: bookings@skiholidaysandtours.com

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Maxan Investments Pty Ltd t/a "Ski Holidays and Tours" and "Stonebridge at Big White"

ABN 59083863834

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Commitment to Data Security

Your personally identifiable information is kept secure. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from this site allow you to opt out of further mailings.

Privacy Contact Information

If you have any questions, concerns, or comments about our privacy policy you may contact us using the information below.

- By completing our online complaint form on our website:
<https://skiholidaysandtours.com/complaints/>
- By telephoning us: Australia +61414518464 or internationally +17783638464
- By writing to us: PO Box 251, Kiama, NSW 2533, Australia
- By emailing us: bookings@skiholidaysandtours.com
- In person by speaking to any of our customer service staff.

Unsubscribe

To unsubscribe from our e-mail database, brochure mail out or opt out of communications, please contact us at the details below.

E-mail: bookings@skiholidaysandtours.com

We reserve the right to make changes to this policy. Any changes to this policy will be posted.

Last updated: 1 December, 2018