

# Privacy Policy

Twin Lakes Sporting Retreat Pty Ltd regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Twin Lakes Sporting Retreat users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, please email [flyfish@twinlakes.com.au](mailto:flyfish@twinlakes.com.au).

## Collection of Information

In order to use the Twin Lakes Sporting Retreat website, we may require information from you in order to provide the best service possible. Correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email.

Any information collected by Twin Lakes Sporting Retreat is collected via correspondence from you or your company. This may be via telephone, email, mail, fax or directly through our website.

## Use of Collected Information

Any details collected by Twin Lakes Sporting Retreat is required in order to provide you with our products and/or services, and a high level of customer service.

## Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete credit card details.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our Website, you can email us at [flyfish@twinlakes.com.au](mailto:flyfish@twinlakes.com.au).

## Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at [flyfish@twinlakes.com.au](mailto:flyfish@twinlakes.com.au).

## **Bookings**

If you make and pay for a booking with us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, email, and postal address) and financial information (such as credit card number, expiration date).

We use this information for billing purposes. If we have trouble processing an order, we will use this information to contact you.

## **Communications**

Twin Lakes Sporting Retreat uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. We may also use this information for other purposes, including promotional emails. If at any time you wish not to receive such correspondence, you can request to be removed from any mailing lists by emailing us at [flyfish@twinlakes.com.au](mailto:flyfish@twinlakes.com.au).

## **Third Parties**

Twin Lakes Sporting Retreat may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose.

Twin Lakes Sporting Retreat does not share any information with third parties for any unknown or unrelated uses.

## **Legal**

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

## **Links**

Links on the Twin Lakes Sporting Retreat website to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of

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

## **Changes to Privacy Policy**

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently.

## **Twin Lakes Sporting Retreat Security Policy**

Twin Lakes Sporting Retreat uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Twin Lakes Sporting Retreat or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Twin Lakes Sporting Retreat.

For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au).

For more information on this policy please contact Twin Lakes Sporting Retreat by email on [flyfish@twinlakes.com.au](mailto:flyfish@twinlakes.com.au) or + 613 6257 5113.