

PRIVACY POLICY

Waitomo Lodge Limited

May 2018

1. PRIVACY POLICY

- 1.1 Waitomo Lodge Limited (**we, us, our**) is committed to respecting and protecting personal information in accordance with the Privacy Act 1993.
- 1.2 This Privacy Policy is applicable to all guests of the Waitomo Lodge, users of our website (www.waitomo-lodge.co.nz), and any persons from whom we have collected or will collect personal information (**you, your**).
- 1.3 This Privacy Policy explains how we use, collect and store personal information as part of our business and operations of Waitomo Lodge Limited and in providing services to you in connection with this role, including:
 - a. managing your stay at the Waitomo Lodge Motel; and
 - b. providing you with the best possible service during your stay,in accordance with the applicable legislative and regulatory requirements.
- 1.4 By accessing and using our services, or by being a guest of the Waitomo Lodge Motel, you consent to the use, collection, disclosure and storage of your personal information in accordance with this Privacy Policy. If you choose not to provide information when we ask for it, we may not be able to provide the services to you.

2. WHAT PERSONAL INFORMATION DO WE COLLECT?

- 2.1 We may, in addition to other information, collect the following personal information about you:
 - a. your name, email address, residential address, contact telephone numbers and date of birth;
 - b. Your credit card number (for transaction and reservation purposes);
 - c. Your arrival and departure dates;
 - d. information obtained from third parties in accordance with this Privacy Policy; and
- 2.2 We have certain statutory responsibilities to collect and disclose information about you. For example, under the **Statistics Act 1975** we are required to, among other things, complete an Accommodation Survey for Statistics New Zealand, which collects monthly data on the supply and demand of commercial short-term accommodation. The survey provides monthly data on capacity, occupancy rates, guest nights, origin of guests (domestic or international), and accommodation type. All hotels, motels, backpackers, and holiday parks must participate in the survey; either directly or through associated industry organisations.

3. COOKIES

- 3.1 We may collect technical information whenever you use our website. This may include information about the way you arrive at, browse, and interact with our website. We may collect this type of information through the use of cookies and other means.

4. HOW DO WE USE PERSONAL INFORMATION?

4.1 We may use personal information for any of the following purposes:

- a. Verifying any information that you give to us, or information that we collect from third parties.
- b. Carrying out identity checks and other checks as required in order to enable us to provide our services to you.
- c. Providing our services to you.
- d. Satisfying any obligation arising from any agreement between you and us.
- e. Complying with our legal and regulatory obligations or in connection with legal proceedings, crime or fraud prevention, detection or prosecution.
- f. Storing, accessing and making information available through our website.
- g. Contacting you with information about us, our services and other matters that we think may be of interest to you.
- h. Monitoring, operating, maintaining and improving our website.
- i. Any other purpose permitted under the Privacy Act 1993 or that we notify you of at the time personal information is collected.

4.2 You authorise any third party to provide your personal information to us for any of these purposes.

5. WHEN DO WE DISCLOSE PERSONAL INFORMATION?

5.1 We may disclose personal information to third parties and service providers working with us to help us provide, improve and promote our services.

5.2 We may also disclose personal information that we hold about you in the following instances:

- a. To any regulatory or government body.
- b. To third parties in order to enable us to assess the suitability of providing our services to you and / or to provide our services to you.
- c. To any person or entity with your express consent.
- d. For any purpose that is permitted under the Privacy Act 1993.
- e. Where required by applicable law or any Court, or in response to a request by a law enforcement agency.

5.3 We may share non-personal and aggregated information for research or promotional purposes. Except as set out in this Privacy Policy, we do not sell or trade personal information to third parties, or allow such third parties to use that personal information.

6. STORAGE OF YOUR PERSONAL INFORMATION

6.1 We store your personal information in our electronic database and in print form. The information that we collect will be stored in New Zealand.

6.2 We will keep your personal information for as long as necessary to achieve the purposes for which we collected it, and in all cases for such periods as we are required to in order to comply with any relevant legislation and regulations.

6.3 We will keep your personal information secure using generally accepted standards of security and will take all reasonable care to keep your personal information safe from loss, misuse and unauthorised disclosure.

7. YOUR RIGHTS

7.1 You may:

- a. request a copy of the personal information that we hold about you; and
- b. correct the personal information that we hold about you, at any time by using the details below.

Address Waitomo Lodge Motel
64 Te Kumi Road
Te Kuiti 3910
New Zealand

Email info@waitomo-lodge.co.nz

Phone +64 7 878 0003

8. AMENDMENTS

8.1 We may amend this Privacy Policy from time to time. You hereby deem to accept any changes to this Privacy Policy by virtue of using our services and/or our website. We will ensure that the current version our Privacy Policy is available at all times on our website, www.waitomo-lodge.co.nz.