



Andrew Jones Travel Privacy Policy

Our Privacy Policy

We are committed to protecting the privacy and security of our clients and are bound by the Australian Privacy Principles (APPs). We will only collect, use or disclose any information we collect from you in accordance with the APPs and this Privacy Policy. This policy was last adjusted on 12 March 2014 due to the amendments to the Privacy Act 1988.

Information We Collect

The types of personal information that we collect about you will depend on our relationship with you, the circumstances of collection and the type of service you request from us. The personal information may include:

- Your name, gender, date of birth, contact details, passport details
- Details related to your flights and other travel details, including your preferences with respect to your dietary requirements and health issues which you provide to us in connection with your travel requirements
- Payment details (such as credit/debit card number and expiry date) provided in connection with the purchase of our products and services

We collect Personal Identifiable Information (PII) when you:

- Make a booking: We collect your name, email address, telephone number and guest/traveller details each time you make a booking with Andrew Jones Travel. We will also collect credit card information, including card number, card type, security number, cardholder name, expiry date and issuing bank and country to pay for services purchased through Andrew Jones Travel. We may also collect frequent traveller numbers, seating preferences, passport information and other relevant information as required by the airline.
- Subscribe to receive our travel offers: We collect email addresses, mobile telephone numbers, names, city of residence and communications preferences from people who elect to subscribe to our travel offers.
- Participate in promotions and competition: We may collect your PII when you participate in one of our surveys, promotions or competitions either conducted by us (or on our behalf) or as a prize supplier of the competition/promotion.
- Make a reservation for a third party: When you make a reservation for someone else or purchase a gift certificate through this website, we will request PII about that person. You should obtain the consent of the other person prior to providing us with their PII and provide that individual access to this policy. Any access to view or change the PII of your travel companion(s) will be available through your booking.
- Deal with third parties: We may also from time to time obtain both personal and non-personal information about you from affiliates, related companies, business partners and other independent third party sources.

Other information we collect

- Non-Personal Information: We may collect non-PII to help customise your user experience and provide you with offers tailored to your interests.
- For each visitor to our Andrew Jones Travel website, our web server automatically recognizes only the visitor's domain name: not the e-mail address.

The information we collect is:

- used to improve the content of our Web page.
- used to notify visitors about updates to our Web site.
- used by us to contact consumers for marketing purposes.
- never shared with other organizations for commercial purposes.
- Statistical information: When you visit our site, we record general information about your visit for statistical purposes. These statistics do not contain any personal information

This site collects cookies.

In order to use this website, visitors and/or members are not required to complete our registration form.

During registration a user must give certain contact information, but we never sell or give away this information. It is only gathered to contact the user about services on our site for which they have expressed an interest. It is optional for the user to provide demographic information (income level, gender etc.), and unique identifiers (username, password etc.). Giving additional information helps provide a more personalized experience on our site, but is not required.

Registration is not required to enter our site.

We have an order form.

We require information from the user on our order form. A user must provide contact information (such as name, email, and shipping address) and possibly financial information (such as credit card number, expiration date). If we have trouble processing an order, we use the information to contact the user. This information is used to fill customer's orders.

We always use industry-standard encryption technologies when transferring and receiving consumer data exchanged with our site. When we transfer and receive certain types of sensitive information such as financial or health information, we redirect visitors to a secure server and will notify visitors of this feature through a pop-up screen on our site. We have appropriate security measures in place in our physical facilities to protect against the loss, misuse, or alteration of information that we have collected from you at our site.

We publish a newsletter and we never sell or share our subscribers' email addresses.

We operate online surveys and we never sell or share our subscribers' email addresses.

How we use your information

We use your personal identifiable information (PII) only for the primary purpose of providing our services and communicating with you in relation to bookings and travel offers. By providing your PII to us, or otherwise allowing your PII to be collected, you consent to us using this PII for the primary purpose for which it was collected and for the following related purposes:

- Purchase Andrew Jones Travel services: Information collected when you purchase from us is used to charge your credit card and deliver your booking confirmation electronically. We may contact you about your booking with related offers from us or our partners which we think may be of interest to you. We may also contact you about your stay for customer service and feedback purposes, or to make any changes or cancellations to your booking.
- Retain your details for future bookings: We may retain your PII on our files so that when you request for our services you don't need to provide your details again. This makes the booking process quicker and simpler for you.
- Travel offers: We will use your PII to conduct marketing activities which may include sending you travel offers by email or SMS. We will only send our travel offers to you if you have consented to receiving them.
- Respond to your questions or suggestions: We will use your email address and/or telephone number to contact you when you submit a question or suggestion.
- General communications: We may use your PII to communicate with you in general.
- Illegal activity: We may use PII for the detection and prevention of fraud and other illegal activities.
- Improving and promoting our services: We use PII and non-PII for analytical purposes, to improve our services, to promote our offers to other customers, to enhance the user experience and to improve the functionality and quality of your customer experience.

Who we share your information with

We do not disclose any PII except in the following circumstances:

- Travel providers: We provide the guest/passenger name, telephone number and email address for each booking made to the relevant airline or its representatives to fulfil your booking. We may also provide to the airline other relevant information collected from you. These parties require this information for the booking and may use it if they need to contact you about the booking. Although we offer flights from reputable suppliers, please always review their privacy policies prior to booking your flight.
- Third party service providers: We may share your PII with third parties we appoint to perform services on our behalf. For example, we use a technology platform provider to facilitate marketing campaigns controlled and managed by us. Our service providers are not permitted to use or share your PII for any purpose other than the purpose for which they are appointed.
- Legal obligations: We may be required by law to disclose your PII or to service providers where we are investigating a serious complaint or potential illegal acts.
- Related companies: We may share your PII with our parent company and related companies. This sharing enables us to provide you with information about travel related products which may be of interest to you. They will comply with all applicable laws in their handling of your PII and will include an unsubscribe facility in any electronic messages sent to you.

Other than as set out above, you will be notified when PII about you will be shared with third parties.

Disclosure of your information overseas

Your PII may be transferred to, stored and processed overseas where those third parties with whom we share it, as described in this policy, are located. Due to the nature of the travel services offered to you many of the service providers that we deal with are located overseas. As a consequence it is not practicable to list the location of every service provider with whom we deal.

The recipient of your PII may be located in a country that might not provide an equivalent level of data protection. While we do take steps to help ensure that your PII is protected we cannot be responsible for how these recipients handle your PII. By providing your PII to us, you consent to our disclosure of your PII to these parties. If you have any concerns regarding the transfer of your PII overseas please contact us using the details provided below.

How you control and access your information

Subject to any exceptions provided by law, you are able to access any PII we hold about you. If we refuse your access request we will provide you with our reasons for doing so. Here's how you can control and have access to your information:

- Travel offers: If at any time you would like to either change your email address with us, update your preferences or unsubscribe from our travel deal offers you can click on the unsubscribe link at the bottom of every email or contact us using the details set out below.
- Booking information: If at any time you would like to alter the PII you provided us in your booking, please contact us using the details set out below.
- General: Where any personal information we hold about you is not accurate, complete or up to date or relevant you may contact us to correct that PII and we will respond to you in a reasonable time period.

How we protect your information

To ensure the confidentiality of your PII, our systems are configured with industry standard data encryption and firewall technology. When you send PII to us over the Internet, your data is protected by Secure Socket Layer (SSL) technology to ensure safe transmission.

We securely destroy any personal information of all our clients and customers when Andrew Jones Travel Services are no longer required.

We will never store any "cvv" credit card security numbers.

Privacy Complaints

If you are concerned about how we handle your PII please contact us using the details below. We will respond to you within a reasonable time period.

Contact us

If you have any questions regarding how we handle your PII please send your questions by email to hobart@ajtravel.com.au or send via post to:

Attn: Privacy Officer
Andrew Jones Travel,
GPO BOX 2006,
Hobart, TAS, 7001