

Privacy Policy

Superb Tours is dedicated to safeguarding your privacy. We adhere to the Australian Privacy Principles outlined in the Privacy Act 1988 (Cth) and other privacy protection laws. This Privacy Policy delineates how Superb Tours manages personal information. In the context of this Privacy Policy, "personal information" refers to data or opinions pertaining to an identified individual or someone who can be reasonably identified. Where relevant, Superb Tours may manage personal information under the employee records exemption and the related bodies' corporate exemption as stipulated in the Privacy Act. Superb Tours may amend this Privacy Policy periodically and will post any updated versions on this website. We encourage you to periodically check the Superb Tours website to stay informed about our current Privacy Policy.

Collection of Personal Information and Purpose

Superb Tours collects necessary personal information to provide services, share information with customers, and support our business operations. If you opt not to provide specific personal information, it might hinder our ability to offer the services you require. Typically, we collect personal information directly from you, but in some instances, we may obtain information from other sources as detailed below.

The primary types of personal information collected by Superb Tours and their main purposes include:

When Using the Superb Tours Website: If you visit the Superb Tours website, you may choose to provide your name, email address, or other contact details for us to send you itineraries, news or other information about our products and services. This information may also be used to respond to your queries.

Assisting with Queries: You may also opt to provide us with your name and contact details when you call or write to us. This enables us to respond to your requests for itineraries, news, information about our products and services, or queries.

Providing Services: When you make a booking with us, we may collect information necessary to process your booking, such as your name, address, phone number, email address, emergency contact details, dietary requirements, billing information, credit card details, and other relevant information.

General Business Operations: Superb Tours also collects personal information about individuals associated with our suppliers, contractors, related companies, agents, and corporate customers. This information may encompass an individual's name, contact details, and other data essential for conducting business or maintaining an employment relationship.

Employees and Contractors: If you apply for a job or contract with us, we may collect information about you, including your name, contact details, work history, and data from reference checks. This information can be gathered directly from you, recruitment consultants, previous employers, or other relevant sources. Please note that this Privacy Policy does not apply to acts and practices concerning employee records of current and former employees exempt from the Privacy Act.

Use of Personal Information

We typically use and disclose your personal information for the purposes for which it was collected and related purposes that you would reasonably expect, as required or authorised by law. For instance, when you submit a query, we utilise your personal information for the specified purpose.

Furthermore, we may sometimes employ personal information to conduct analysis aimed at enhancing our services and business systems. If you have agreed or requested, we may also use your personal information to keep you informed about Superb Tours services. If you prefer not to receive such information, you can notify us by contacting our Privacy Officer via the provided contact details.

Disclosure of Personal Information

For the described purposes, we may disclose your personal information to:

- Our suppliers, contractors, related companies, and agents.
- Government agencies or individuals appointed by a government responsible for investigating and resolving disputes or complaints related to your use of our services.
- Any entity to which our assets or business (or part of it) are transferred or sold.
- With your consent or as required or authorised by law.
- We take reasonable steps to ensure that the recipients of your personal information are bound to protect its privacy. We do not disclose your personal information to recipients outside Australia.

Cookies and IP Address Tracking

The Superb Tours website may utilise cookies for site administration purposes. If you wish to opt out of using cookies, you can configure your browser to not accept them, though this may disable some features of our website.

Our website may also detect and utilise your IP address or domain name for internal traffic monitoring and capacity purposes or to administer the website. No personal information is obtained through this process; instead, it tracks user site traffic patterns for the purpose of improving service and content based on aggregate or statistical reviews.

Security of Personal Information

Safeguarding your personal information is our top priority, and we employ various physical and electronic measures to protect it. However, please be aware that the internet is not entirely secure, and while we take all necessary precautions, we cannot guarantee the absolute security of information you transmit to us electronically.

Access and Correction

You have the right to access most of the personal information we hold about you. In some cases, providing access to all the personal information may not be possible. If we cannot provide access to certain information, we will explain the reasons. Verification of your identity may be necessary when you request access. If you believe any personal information we hold about you is inaccurate, incomplete, or outdated, you can request corrections, and we will take reasonable steps to rectify the information.

Complaints and Contact

If you wish to lodge a complaint about how we have handled your personal information or believe we have breached the Privacy Act, please contact our Privacy Officer using the provided contact details. When reaching out to us, include your name, contact details, and a clear description of the complaint. We will investigate and respond promptly. If you are dissatisfied with our resolution, you have the option to file a complaint with the Office of the Australian Information Commissioner (www.oaic.gov.au).

Privacy Officer Contact Details:

Superb Tours has appointed a contact officer who you may report any issue to or ask questions of concerning this policy.

We request all contact be in the form of mail and include return contact details so that we may respond accordingly.

The contact officer is:

Name: Andrew McAleer
Position: General Manager of Operations
Contact Details:
PO BOX 3070
Moorabbin East, VIC, 3189
