

Silver Sands Timeshare Club Privacy Policy

General

We recognize that your privacy is very important and we are committed to protecting the personal information we collect from you.

The Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage personal information about you.

Silver Sands Timeshare Club abides by the 13 APPs as the minimum for its privacy policy and we encourage you to check our website regularly for any updates to this privacy policy.

Collection

Types of information collected:

We may collect and hold personal information about you, that is, information that can identify you, such as your name, address, email address, phone number, other contact details and other information relevant to providing you with the services you are, or someone else you know, is seeking.

Purpose of collection

Generally, we will collect and use your personal information for one or more of the following reasons:

- Providing services to you or someone else you know;
- Processing an application you have made;
- Acting as your agent if you request us to do so;
- Undertaking various activities required by law;
- Providing you with information about other services that we, our related entities and other organizations that we have affiliations with offer, that may be of interest to you;
- Providing you with promotional information about us, our related entities and other organizations that we have affiliations with;
- Facilitating our internal business operations, including the fulfilment of any legal requirements; and
- Analysing our services and customer needs with a view to developing new and/ or improved services

The personal information we collect about you or your guests is reasonably necessary for one or more of Silver Sands Timeshare Club's functions or activities. Information collected may include a combination of your: name, partner's and children's names, address, telephone and/or contact details, financial information, marital status, age or age group, occupation (and duration of employment), combined income (range), whether you own or rent your home and your personal interests.

Methods of collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email or through a telephone conversation with you. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will generally notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Failure to provide information

If the information you provide to us is incomplete and/or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Internet users

If you access our website, we may collect additional personal information about you in the form of your IP (Internet Protocol) address and domain name. Also, our website uses cookies. The main purpose of cookies is to identify users and to prepare customized web pages for them. Cookies do not identify you personally, but they may link back to a database record of when you visit our web site and what pages you view so that we may assist you more effectively.

Use and Disclosure

Generally, we only use and disclose personal information about you for the purposes for which it was collected (as set out above). Although, we may disclose personal information about you to: service providers, who assist us in operating our business or who provide the various services that you have requested and we have arranged. The majority of our service providers are located in Australia and they are also required to comply with the APPs if they are considered an entity under the Privacy Act. In some cases your information will be sent to a company located in Singapore.

We will only provide your information to our service providers or a court/tribunal when:

- We have your express or implied consent;
- It is necessary to disclose your information to provide the product or service you have requested;
- We are legally and reasonably obliged to assist or co-operate with agencies performing law enforcement related activities in the performance of their functions; or
- It is a 'permitted general situation' or 'permitted health situation' as required under the Privacy Act.

A purchaser of the assets and operations of our business, providing those assets and operations are purchased as a going concern; and our related entities and other organizations that we have affiliations with for the purposes of providing you with information about services and various promotions that might be of interest to you, if they are entities under the Privacy Act they are also required to comply with the APPs.

Security

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorized access, modification or disclosure, including electronic and physical security measures.

Where Silver Sands Timeshare Club has information which is no longer needed, or no longer required to be used under Australian law, and it is not required by a court or tribunal, then reasonable steps to destroy or de-identify that personal information will be taken.

Access and Correction

You may access the personal information we hold about you, upon making a written request to the address indicated below. We will provide you with access to the information requested within a reasonable period after your request is made and we may charge you a reasonable fee for processing your request. We may also decline a request for access to personal information where we are of the opinion that your request falls within one of the grounds stated in Principle 12 of the APPs.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete, relevant, not misleading and up to date. If for any reason we refuse to correct your personal information as requested by you we will provide you with written reasons as to why we have chosen not to do so.

In the event you are no longer a Member of Silver Sands Timeshare Club and you wish to have your personal information removed from our database you may do so by making a written request to us. We will remove your information within a reasonable time except if there are any outstanding issues relating to your Silver Sands Timeshare Club Membership.

Links to other websites

Our web site may contain links to other web sites. We are not responsible for the privacy practices of linked web sites and so linked web sites are not subject to our privacy policies and procedures.

Inquires or Complaints

If you have any inquires or complaints about our privacy policy or the way in which we handle your personal information, please contact our privacy officer at:

*The Manager
Silver Sands Resort
PO Box 4019*

Mandurah North WA 6210

Phone: +61 8 95357722

Fax: +61 8 9535 7390

Email: manager@silversandsresort.com.au

More Information

For more information about privacy and general, you can visit the Office of the Australian Information Commissioner's web site at www.privacy.gov.au