



Dunk Island Group – Privacy Policy

What is the purpose of this Privacy Policy?

The purpose of this Privacy Policy (Policy) is to provide a summary of how, why and when personal information about or relating to you is collected, used, disclosed, held and otherwise handled by Green Operator 1 Pty Limited (ACN 661 919 839) and our affiliates or related entities (**Dunk Island Group or we or us**).

This Policy covers personal information (as defined in the Privacy Act 1988 (Cth) (**Privacy Act**) collected by any means and by any technology.

You have certain rights regarding the personal information we maintain about you. You can get in touch with us at any time about the way we handle your personal information by contacting us at info@exploredunkisland.com.

What personal information do we collect and hold?

The kinds of personal information that Dunk Island Group may collect and hold about you includes:

- your name, address, telephone number and email address or other contact information;
- payment and transaction details; and
- information that we obtain through your use of our website, or through emails or discussions with our staff.

We do not intentionally collect sensitive information (as defined in the Privacy Act) about you. However, we recognise that there may be circumstances where you wish to provide us with sensitive information. For example, you may, as part of our communications with you, tell us something which discloses a medical situation impacting you. If we collect sensitive information from you, we will endeavour to delete it as soon as we can and, in any case, only handle it as permitted by the Privacy Act.

USE OF OUR WEBSITE

Dunk Island Group also collects information relating to your interaction with our website. The kinds of information that we collect and hold include:

- de-identified information via cookies on our website, such as the date, time and duration of your visit to our website, pages accessed on our website, your browser type, operating systems and other websites visited. We may also collect some personal information when using cookies, such as where a cookie can be linked to you; and
- device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information.

How do we collect your personal information?

Dunk Island Group collects personal information from you in a number of ways, including through your interaction with our website, emails, discussions or other communications, or otherwise when you make bookings with us, make requests for our services, or otherwise contact us.

Why do we collect, hold and use your personal information?

Dunk Island Group collects, holds and uses your personal information:

- to communicate with you about Dunk Island Group activities, including updates, mailing lists and events;
- to comply with our obligations at law;
- to provide services to you or to operate our business;
- to conduct research, obtain feedback and analyse the effectiveness of our activities;
- for identity verification purposes;
- to engage any third-party supplier who performs activities on our behalf;
- to provide information to representatives and advisors, including lawyers and accountants, to help us comply with legal, accounting, or security requirements;
- to understand how you use our website and to enhance your experience;
- where required or authorised by Australian law (including the Privacy Act) or a court/tribunal order; or
- where we believe it is necessary to protect our legal rights and interests, including to monitor activity that we consider is suspicious or fraudulent.

Why do we disclose your personal information?

Dunk Island Group will disclose personal information for any of the purposes set out above.

Without limiting the above, we may disclose your personal information to third party suppliers performing activities on our behalf or in support of hospitality services we provide, such as maritime transport, accommodation bookings, land based transfers, or providing information about our services. In addition, we may disclose personal information to third party suppliers providing hosting and storage, security, logistics, or analytics services to us. This may include Cassowary Coast Regional Council, in relation to bookings or accommodation services. Your personal information is handled by Cassowary Coast Regional Council in accordance with their privacy policy located [\[here\]](#).

We may also disclose personal information to other persons, including government agencies such as AMSA, Queensland Government, Queensland Police, GBRMPA, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

We also may share personal information otherwise with your consent or you would reasonably expect us to use or disclose your personal information in this way.

Do we store or disclose your information outside of Australia?

Dunk Island Group does not currently disclose personal information outside of Australia. If we engage third party IT or supply chain partners, these third parties may utilise cloud facilities which are located outside of Australia. Where practicable we will specify the third party suppliers, and refer to the countries in which their facilities are located, as this will depend on the facilities available to the supplier(s) at any given time. We do not otherwise anticipate any disclosure of your personal information outside of Australia.

How do we hold your personal information?

We generally hold personal information in our electronic databases but may also store personal information in hard copy form and in various third-party databases and platforms.

Our website and our working environment are built with integrated physical and electronic processes designed to safeguard your information and protect it from misuse, interference, loss and unauthorised access, modification or disclosure.

What are your rights in relation to your information?

Here are the things you can ask us to do in relation to your information at any time:

- You can request a copy of your personal information.
- You can request us to correct, delete or update your information if you believe that the information we have is not accurate.
- You can express your concerns or complaints to us about the way we are handling your personal information. We take your concerns seriously and will seek to fix any problem as soon as possible.

You can exercise any of these rights by contacting us at info@exploredunkisland.com.

If you are seeking access or a correction, we may ask you to provide appropriate identification to verify your identity. If we do not agree to provide you with access or correct information, we will inform you of this outcome.

If you're not happy with the way we handle your query or handle your information (including our response to your request to access, correct or delete your personal information), you have a right to lodge a complaint with the Office of the Australian Information Commissioner (OAIC) by visiting the OAIC website.

How does this Policy apply to other websites?

Our website may contain links to websites operated by third parties. Those links are provided for your convenience and may not remain current or be maintained. We have no control over and are not responsible for any content or privacy practices of those linked websites. As the privacy policies that apply to those other websites may differ substantially from ours, we encourage you to read them before using these websites.

How do we change this Policy?

If Dunk Island Group needs to change this Policy in a way that affects the way we handle your information, we will publish the changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Policy.

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