

Our Privacy Policy

The privacy of individuals, including our clients, employees and independent contractors, is of utmost importance to Your Travel Concierge Pty Ltd (T/A Sonia Jones Travel). This Privacy Policy Statement sets out our policies on how we manage personal information across our business.

While information is fundamental in providing us with the ability to provide a superior travel service, our most important asset is our customers' trust. Keeping customer information secure, and using it only as our customers would want us to, is a top priority for all of us at Sonia Jones Travel.

By providing your personal information, you agree and consent to the collection, use, disclosure, storage and holding of your personal information in accordance with this Privacy Policy. We recommend that you review this policy regularly, as we may update it from time to time.

Types of Personal Information we collect

The types of personal information that we collect from you will depend on the circumstances of collection and on the type of service you request from us. Sonia Jones Travel collects personal information that relates to travel bookings and associated purchases such as insurance and foreign exchange. For reservations we would generally collect your name, address, telephone numbers and other contact details. Depending on the nature of the travel that you are booking with us, we may also collect passport, birth date and other information as required by your itinerary. We do not collect sensitive information and Sonia Jones Travel will limit the collection and use of customer information in accordance with the National Privacy Principles issued by the Australian Privacy Commissioner.

Why we collect personal information

Generally, we collect, update and use personal information about you to carry on our business and to provide a range of products and services.

How we collect information

Generally, we collect personal information directly from you in the course of providing a product or service or when you have other dealings with us. We may collect and update that information over the phone, over the Internet, in person, when you write to us or through an online form. We may also collect personal information through third parties such as our alliance and business partners. We may also collect that information when you participate in our marketing campaigns, competitions or surveys, in response to our advertising or direct mail.

Information about other travellers

If you provide us with information about other people travelling with you (for example, family members), you warrant to us that you are authorised to provide their information and that you will make them aware of this Privacy Policy and their rights under it.

How we use personal information

We may use your personal information to:

- provide you with our products and services;
- consider your request for a product or service;
- provide you with information about other products and services that may be of interest to you;
- assist in arrangements with suppliers (such as airlines, tour operators, car hire operators, hotels and insurance providers) in relation to the provision of a product or service; and
- perform all other administrative and operational tasks (including risk management, systems development and testing, staff training, and market or customer satisfaction research).

We will disclose your personal information to suppliers (such as airlines, tour operators, car hire operators, hotels and insurance providers) of products or services which you have purchased. You acknowledge that not all suppliers may have privacy policies equivalent to our Privacy Policy and you consent to the disclosure of your personal information for this purpose.

How we store information

We store personal information in a combination of secure computer storage facilities and paper based files and other records. We have taken a number of steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure. We also take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

When we may disclose your personal information

Sonia Jones Travel will always maintain control over the confidentiality of our customer information. We may, however, facilitate relevant offers from reputable companies. These companies are not permitted to retain any customer information unless the customer has specifically expressed interest in their products or services.

Because your privacy is important we will not sell, rent or trade your personal information without your consent. However, we may disclose personal information about you in the following circumstances:

Where we have contracted an external organisation to provide us with support services e.g. a mailing house or where our business partners need to provide you with information and offers about products and services. We impose strict requirements of security and confidentiality on third parties as to how they handle personal information. Outside parties are not allowed to use information about you for any purpose except to perform the services which we have asked them to provide.

Sonia Jones Travel is an Associated Business of Frontier Travel Pty Ltd, and as such uses software and systems provided by Frontier Travel Pty Ltd to store some personal information. Please refer to their privacy policy here:

<https://frontiertravel.com.au/privacy-policy>

Access to personal information

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, please contact us so that we can continue to provide you with our products and services. We undertake to promptly acknowledge and investigate any complaints about the way we manage personal information.

Please contact us if you do not wish for us to process or hold your data any more, or if you would like to access, correct, amend or delete any personal information that we have about you.

Unsubscribe

Should any recipient of our newsletter wish to unsubscribe they can do so by clicking on unsubscribe at the bottom of the email.

Information Collected on the website

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

When you visit our website, our Internet Service Providers make a record of your visit and logs your IP address to help diagnose problems with our server, and to administer our website. We may use cookies in components of our website to allow us to personalise our service to you. A cookie is a small file on your computer which contains information that will enable us to recognise your browser next time you visit our website.

If you do not wish to use a cookie, you can adjust your browser settings to reject cookies or notify you when they are being used.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online

Links

This web site contains links to other sites. Please be aware that Sonia Jones Travel is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site, to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by Sonia Jones Travel and our website.

About this Privacy Policy Statement

We may update our policies and this Privacy Policy Statement from time to time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Contacting us

If you have any questions about this policy, or if you wish to update information we hold about you or you wish to make a related complaint or to receive a copy of our current Privacy Policy Statement, please telephone us:

07 3778 3849 or write to us at:

Sonia Jones Travel,
209D Given Terrace
Paddington QLD 4064

Please contact us as above if you do not wish for us to process or hold your data any more, or if you would like to access, correct, amend or delete any personal information that we have about you.

If your complaint is not satisfactorily resolved, you may lodge a complaint with the Federal Commissioner. For more information on privacy, you can contact the Privacy Commissioner's hotline service on 1300 363 992 or visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au.