

The Cali

PRIVACY POLICY

As a customer or website visitor of The Cali Villas, we understand you are concerned about your privacy and about the confidentiality and security of information we may gather about you. The Cali Villas are committed to protecting your privacy. This privacy policy explains how your personal information will be treated as a guest at The Cali Villas.

YOUR PERSONAL INFORMATION IS IMPORTANT TO US

“Personal information” is information that identifies you or could identify you. The types of personal information we collect may include your name, address, contact phone number, email address, date of birth, passport and visa information, health or medical related information, transaction information and financial details. We may also keep a record of products and services that you acquire from us. Where the personal information requested includes an email address and/or mobile phone number, The Cali Villas will only contact you by email or SMS if you agree to being contacted in this manner.

The Cali Villas is committed to protecting your personal information and complying with the Australian Privacy Act 1988 (Cth) (APA) and the Australian Privacy Principles (APPs). If you do not provide us with certain information, we may not be able to provide you with the information or services you want whilst staying as a guest with us.

THE INFORMATION WE COLLECT ABOUT YOU

Most of the information you provide about yourself to The Cali Villas, will be directly collected, such as making a booking on The Cali Villas website, using our services, by phone or when you request information be sent to you from us.

In certain circumstances, we may collect information about you from third parties. However, we will only do so if it is unreasonable or impracticable to collect the personal information directly from you and we will take reasonable steps to inform you if and when we do.

The Cali Villas will only ever collect personal information that is reasonable or necessary for or related directly to our function or activities. For example, The Cali Villas collects personal information from you in order to provide and charge for the hotel accommodation and other goods and services you purchase. In addition, we collect information in order to better our services, for example, when you fill out a contact form, we collect the details you enter to enable us to send information to you. When you answer questions about what you would like to see we keep this information so as to better serve you. If you do not provide the personal information we request from you for these purposes, we may not be able to carry on our business and provide our services to you.

There may be instances in which the personal information that you provide to us or that we collect is considered “sensitive information” for the purposes of the APA. The APA defines “sensitive information” to mean personal information from which we can determine or infer an individual’s racial or ethnic origin, political opinions, religious or philosophical beliefs, membership of a professional association or trade union, sexual preferences or practices, criminal record and health, biometric and genetic information. We will only collect and process sensitive information about you in accordance with, and to the extent permitted by, the APPs.

USE OF “COOKIES”

The Cali Villas uses “cookies” to help enhance your experience on the websites. Cookies are pieces of information that a website transfers to your computer’s hard disk for record-keeping purposes. Most Web browsers are set to accept cookies as the default. However, if you do not wish to receive any cookies you may set your browser to refuse cookies.

Cookies themselves do not contain personal information about you. They simply operate as a unique identifier which helps us to know what our customers find interesting and useful on our websites.

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USING & DISCLOSING YOUR PERSONAL INFORMATION

The Cali Villas will not use or disclose any specific personal information about you without your consent, other than for:

- the main reason for which you have provided personal information (**primary purpose**)
- a purpose which is related to the primary purpose and which you would reasonably expect us to use the information for
- a purpose required, authorised or permitted by law including public health laws and reasons of public health interest.
- to provide our products and services to you
- to reply to your queries or requests
- to market our products and services including to communicate special offers or promotions and to provide you with information about us and our products and services
- to compile and use statistical information regarding our customers; or
- to seek feedback from you and to monitor the quality of our products and services.

The Cali Villas may from time to time outsource the processing of certain functions or information to third parties. We may also provide your information to our related entities and partners. Any personal information disclosed to our agents, related entities, partners, contractors and third party service providers is only to the extent necessary for them to perform their agreed tasks and they are required to maintain the privacy of your information and keep such information confidential.

TRANSFER OVERSEAS

Pursuant to the APPs and IPPs, we may transfer personal information we have collected about you to someone other than you in a foreign country, but only in accordance with and to the extent permitted by the APPs and IPPs. We will not disclose your personal information to overseas recipients without your consent.

STORAGE & SECURITY OF YOUR DETAILS

The Cali Villas will store personal information [electronically and in paper form].

The Cali Villas will take necessary steps to protect your personal information from unauthorised access or use, misuses, loss, modification or authorised disclosure, and to ensure that the personal information we hold about you is accurate, complete and up to date. In addition, The Cali Villas employees are obliged to respect the confidentiality of any personal information. an important role in keeping your personal information secure.

COMPLAINTS

If you have a complaint regarding the way in which your personal information is being handled by The Cali Villas please contact us in the first instance via email hello@thecalivillas.com