



Privacy Policy

Caravan & Camping Industry Association Western Australia Inc. (Caravan & Camping WA) is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store and disclose personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles. In this policy, "we", "us" and "our" refer to Caravan & Camping WA.

1. What Information We Collect

We collect personal information that is reasonably necessary for our functions and activities. The types of personal information we may collect include:

- name
- email address
- postal or delivery address
- phone number
- date of birth (where required)
- account login details for online services
- preferences relating to events or caravanning and camping activities
- feedback or survey responses
- payment or billing details where transactions occur

Full credit card numbers are not stored by Caravan & Camping WA and are processed through secure payment providers.

We may also collect technical information such as IP addresses or website usage data to help improve our services.

2. Sensitive Information

Sensitive information includes details such as racial or ethnic origin, health information, political opinions or religious beliefs.

Caravan & Camping WA will only collect sensitive information where it is necessary and with your consent.

3. How We Collect Information

Where possible, we collect personal information directly from you, including when you:

- purchase tickets or register for events
- subscribe to newsletters or marketing communications
- complete surveys or provide feedback
- contact us through our website or by email
- create an online account

Participation in surveys, competitions or promotions is voluntary.

Our website may also use cookies to improve functionality and analyse traffic. You can adjust your browser settings to manage cookies.

4. How We Use Personal Information

We may use your personal information to:

- provide services, including event ticketing
- process payments, refunds and registrations
- communicate important event information
- manage accounts and customer enquiries
- improve our services and website
- conduct surveys or request feedback
- send marketing communications about events, products or services that may interest you

- meet our legal obligations

You can unsubscribe from marketing communications at any time using the link in our emails.

5. Disclosure of Personal Information

We may share personal information with organisations involved in delivering our services, including:

- event venues or organisers
- event promoters or partners
- payment processors and financial institutions
- IT service providers or contractors
- marketing partners or affiliates

These organisations will only receive information necessary to perform their role.

6. Overseas Disclosure

Some of our service providers may be located outside Australia. By providing your personal information, you acknowledge that it may be transferred overseas where necessary for service delivery.

We take reasonable steps to ensure information is handled securely.

7. Data Security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access or disclosure. This includes physical, electronic and procedural safeguards.

However, no online transmission can be guaranteed to be completely secure.

8. Access and Correction

You may request access to the personal information we hold about you and ask us to correct or update it if it is inaccurate, incomplete or outdated.

To make a request, please contact us using the details below.

9. Privacy Complaints

If you believe your privacy has been compromised or have concerns about how your information has been handled, please contact us and we will work with you to resolve the issue.

Contact:

Email: info@caravanwa.com.au

Attention: Marketing & Communications Officer

Caravan & Camping WA

10. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be published on our website and take effect once posted.