

## **Haast River Motels and Holiday Park Privacy Policy**

Haast River Motels and Holiday Park is committed to protecting and safeguarding any personal data you give us. We act in the best interests of our guests' interest and we are transparent about our processing of your personal data.

We use RMS which provides a subscription cloud-based Property Management System to Haast River Motels and Holiday Park for managing accommodation bookings, front desk operations, guest billing, housekeeping, maintenance management, sales and marketing, events management, point of sale, door locking and other in-room and property access and control systems. RMS provides its clients with an Online Booking Engine to enable their customers to make bookings at their property and a Channel Management system to allow our clients to receive bookings from a large range of online travel agents and other booking services. RMS also provides its clients with integrations to other third-party services such as client loyalty programs, rate management services and business intelligence tools.

When accessing this website or providing information, you agree to our privacy practices as set out in this Privacy Policy. Haast River Motels and Holiday Park may change this policy from time to time. Please visit this page regularly to keep up to date with our practices. If we make changes to the Privacy Policy which will have an impact on you (for example, if we intend to process your personal data for other purposes than communicated in the past in this Privacy Policy), we will notify you of these changes before these new activities begin.

### ***What kind of personal data does Haast River Motels and Holiday Park collect and why?***

Haast River Motels and Holiday Park will collect personal information of their guests using the RMS services.

Our website may use the RMS booking engine including any online booking pages provided by RMS to collect and process personal information to provide our services. We may also use the RMS channel management service to receive and process personal information collected by online travel agents and other booking services.

Therefore, RMS will process on behalf of Haast River Motels and Holiday Park, personal information of their customers including but not limited to:

- Your name;
- Preferred contact details, including email or social media address, home address, telephone number, and date of birth,;
- The names of anybody travelling with you;
- Your payment information; and
- Any other information which you decide for yourself to submit including special requests or preferences.

Haast River Motels and Holiday Park collect and processes personal information from its customers for the performance of a contract, specifically to administer their online bookings from customers. If the required personal information is not provided, we cannot finalise the booking and ensure your stay with us is as enjoyable as possible. We may also use your personal information to provide customer service by informing the customer of any changes to the booking, latest deals and special offers and other products or services which they believe may be of interest to you. We may also use your personal information for the purpose of sending you a survey or for future marketing and sales activities.

Haast River Motels and Holiday Park may hold your personal information for as long as is reasonably necessary for the performance of the booking and for such time thereafter as they have a legal basis.

### **Does Haast River Motels and Holiday Park share your data with third parties?**

Haast River Motels and Holiday Park itself does not disclose personal information for any purpose other than our employees, contractors or service providers needing to contact our guests, and then only to the extent reasonably necessary to fulfill our obligations to you or to comply with government or other regulatory requirement.

Haast River Motels and Holiday Park may disclose personal information to third parties to comply with any court order or other legal obligation or when data is requested by government or law enforcement authorities.

Haast River Motels and Holiday Park may use service providers to process your personal data on our behalf. This processing is for several purposes, including sending out marketing material to the email address you provided. Third party service providers shall either be bound by:

- Our data privacy policy or have similar obligations in relation to the storage and processing of personal information, or
- Confidentiality clauses and are not allowed to use your personal data for other purposes than instructed by Haast River Motels and Holiday Park.

Haast River Motels and Holiday Park does not disclose the personal information of our clients' customers to any third parties.

Haast River Motels and Holiday Park does not sell or rent personal information.

Our booking software, RMS, may process and store data in the cloud using services from IBM Cloud, Microsoft Azure, and Amazon Web Services. You acknowledge that these cloud service providers may process and store personal information in a jurisdiction that may have different privacy and data security protections from those of your own jurisdiction.

### **Haast River Motels and Holiday Park Marketing**

Haast River Motels and Holiday Park will from time to time market to its guests. You have the right to ask us to stop processing your personal information for marketing purposes. You can unsubscribe from emails by clicking the unsubscribe link on the footer of the email communication you have received. You can also exercise the right at any time by contacting us on the details set out in the "Contact Us" section of our website to amend your marketing communication preferences.

### **Right to review personal information**

Haast River Motels and Holiday Park guests have the right to review the personal information we hold about you. You can request an overview of your personal data by emailing us at [info@haastrivermotels.co.nz](mailto:info@haastrivermotels.co.nz).

Before providing personal information to you or another person on your behalf, we may ask for proof of identity.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

You have the right to object to us processing your personal information or to delete your personal information or have its processing restricted in certain circumstances.

The rights of customers of to review the personal information we hold about you, to amend the personal information, to restrict the processing of the personal information and to delete your personal information is governed by regulations.

### **Security**

Haast River Motels and Holiday Park has implemented reasonable measures designed to secure personal information from accidental loss from unauthorised access, use, alteration and disclosure. All access to computer hardware containing personal information is password protected. Staff access to personal information is given on a need to know basis only.

### **Internet Transmission**

No data transmission over the Internet can be guaranteed to be secure. While Haast River Motels and Holiday Park will endeavour to protect customer information, it cannot guarantee the security of any information any person may transmit when they access its website.

Even though Haast River Motels and Holiday Park cannot guarantee data transmitted cannot be unencrypted by persons with nefarious intentions. Nonetheless, the likelihood of this occurring is extremely low.

### **Cookies**

Cookies may be placed on your computer or internet-enabled device whenever you visit Haast River Motels and Holiday Park online booking page. This allows the site to remember your computer or device and serves a number of purposes. Although most browsers automatically accept cookies, you can choose whether or not to accept cookies via your browser's settings (often found in your browser's Tools or Preferences menu).

You may also delete cookies from your device at any time. However, please be aware that if you do not accept cookies, you may not be able to fully experience some of the features. Cookies by themselves do not tell us your email address or otherwise identify you personally.

Cookies are only used by online booking pages provided by Haast River Motels and Holiday Park to improve the online booking process. By remembering the preferences of visitors to the online booking pages Haast River Motels and Holiday Park streamline the reservation process.

Cookies are used for no other process and the information pertaining to them are not shared with any other person or entity.

### **Complaints**

If you have any questions regarding this policy, or if you think your privacy has been breached, please email us at [info@haastrivermotels.co.nz](mailto:info@haastrivermotels.co.nz).