

## **Goodhalt Privacy Statement**

Last updated: 20/04/2019

### **1. INTRODUCTION**

Your privacy is of utmost importance at Goodhalt. We aim to safely handle any personal data you have provided to us and consider your best interests.

This Privacy Policy discloses how we collect and handle your personal information through Goodhalt services and Goodhalt.com.

The date this document has been published on is displayed at the top and the Privacy Policy may be altered at any time. Accordingly, changes to the date will be made.

In this document, Goodhalt Pty Ltd, an Australian registered business ABN 73 630 209 237 operates under goodhalt.com also addressed as "Goodhalt", "Website", "we", "our" and "us".

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

### **2. RESPECTING INFORMATION PRIVACY**

We understand the importance of safeguarding our customer's personal information. In collecting this information, we are bound by the Privacy Act and the associated privacy regulations.

The Privacy Act 1988 (AU Cth) ("**Privacy Act**") assures our customers that we safely collect and handle your personal data and do not collect any personal information such as racial or ethnicity-related details, political opinions or affiliations, criminal records or health information.

### **3. THE PERSONAL INFORMATION WE COLLECT ABOUT YOU**

Goodhalt may collect some personal and non-personal information about you including:

- (a) name;
- (b) mailing or street address;
- (c) email address;
- (d) telephone number and other contact details;
- (e) age;

For some services, such as listing your property, we may require additional information that ensures and enables verification of your listed property. To complete payments or issue refunds, Goodhalt may collect information about your banking details.

We may also collect non-personal information about you including, but not limited to, data relating to your activities on Goodhalt.com, including IP addresses via tracking technologies such as cookies, web beacons and measurement software. As a customer, you acknowledge that the personal information you trust us with and which we collect from you, is your own information or information which you have been authorised by another party to provide to us.

#### **4. HOW WE COLLECT YOUR PERSONAL INFORMATION**

Goodhalt may gather personal information about you from different sources including, but not limited to:

- (a) Signing up to use the Website or parts of it;
- (b) signing in to access our Website;
- (c) subscribing to receive newsletters, e-brochures and filling in applications, surveys or research studies, participating in promotions and competitions on the website;
- (d) contributing to our website; and
- (e) contacting our admins or our service providers for any reason including, but not limited to, reporting an issue with the Website, requesting further services or seeking assistance on a matter.

We may also collect your personal information through our service providers and third parties so that we may provide a better or more relevant service or product to you.

#### **5. HOW WE USE YOUR PERSONAL INFORMATION**

We predominantly use the personal information we have gathered for the purpose of undertaking the services that you have requested. Additionally, it may also be used to respond to customer enquiries and ensuring you comply with the Goodhalt terms of use.

We may collect, hold, use and disclose your personal information for the following purposes:

- (a) to enable you to access and use our Website;
- (b) to operate, protect, improve and optimise our Website, business and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;
- (c) to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- (d) to send you marketing and promotional messages and other information that may be of interest to you;
- (e) to administer rewards, surveys, contests, or other promotional activities or events sponsored or managed by us or our business partners;
- (f) to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties;
- (g) to provide you with a more personalised experience and to improve the standard of its services and the services of third parties;

- (h) contact you to participate in surveys, research and feedback about Goodhalt and the website;
- (i) to evaluate your application to be a member as either a host or guest;
- (j) send notifications for full filling our obligation to provide our services;
- (k) to provide to third party payment processing services;

We may not be able to provide these services if parts of this information are not provided.

## **6. HOW WE DISCLOSE YOUR PERSONAL INFORMATION**

We may also disclose your personal information for the purposes described in this privacy policy to:

- (a) to other Goodhalt members who directly interact with you in a host-guest relationship;
- (b) third party suppliers and service providers (including payment gateways or other banking providers and the operation of our Website);
- (c) professional advisers;
- (d) relevant public, government or regulatory authorities, our legal representatives or other concerned parties, in special situations where we have reason to believe that disclosing your personal information is necessary to help identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users or anyone else who could be harmed by such activities; and
- (e) where we are otherwise authorised by law to do so.

## **7. USING AND DISCLOSING YOUR PERSONAL INFORMATION FOR MARKETING PURPOSES**

Goodhalt may use your personal data to provide you with information about our offers, promotions or services. We do not sell or share your personal data to anyone.

If you have been contacted through the personal information you have provided, you will be given the opportunity to request that your details are not used for future marketing purposes.

## **8. DISCLOSURE AND STORAGE OF PERSONAL INFORMATION OUTSIDE AUSTRALIA**

Personal information submitted by Goodhalt users and visitors to our Site may be held on servers in the data centres in Australia and United States. When you provide us with your personal information you give us your consent to store your personal information outside of Australia, so we can complete the services requested by you.

Where we have attained your consent to do so, we may also share your personal data with our service providers and other third parties located outside Australia so that they can provide you with the services requested by you.

## **9. PERSONAL DATA OF CHILDREN**

The services offered by Goodhalt.com are not intend for children under 18 years old. For children younger than 18 years old, the use of any of our services is only allowed with the valid consent of a parent or a guardian. As part of verification of guest's identity, Goodhalt may collect details of family

members including children as a part of reservation. All personal data we train, including data of the children, are encrypted and will be subject to this Privacy Statement. If we become aware that we have processed information of a child under 16 years old without the valid consent of a parent or guardian, we reserve the right to delete it.

## **10. COOKIES AND WEB BEACONS**

Goodhalt.com uses web beacons, cookies and measurement softwares for different purposes. The various forms of information that we may gather through cookies include: IP address, device ID, browser type, browsing information, viewed pages, operating system and internet/network service provider. We use this information to:

- (a) provide our visitors with a user-friendly website that adapt automatically to their needs and wishes. To achieve this, we use technical cookies which are necessary for our website to perform as it is designed to.
- (b) We may also use functional cookies to remember your personal preferences to enhance user experiences. Passwords will always be encrypted.
- (c) Analytics cookies are used to understand how our visitors use our website. The information we gather can include which web pages you have viewed and the date and time stamp information.

If you do not want information collected using cookies, web beacons or measurement software and tools, you may be able to delete or reject Cookies or some of the measurement software features through your personal browser or the settings section of your portable device.

If you wish to learn more about cookies, please visit [allaboutcookies.org](http://allaboutcookies.org). Additionally, the settings section of your browser will allow you to choose to accept and reject cookies.

## **11. LINKS TO OTHER WEBSITES**

We may provide links to websites outside of Goodhalt.com, as well as to third party websites. We do not accept responsibly for the conduct of these externally linked sites. Before you disclose your personal details on any website outside of Goodhalt.com, we advise that you examine the terms and conditions of using that website and understand the associated Privacy Policy.

## **12. ADDITIONAL RIGHTS**

In addition to other rights outlined in this Privacy Policy, in certain circumstances you may:

- (a) request access to Personal Data that we hold about you;
- (b) request a copy of Personal Data that that you have provided to us, in a structured electronic format;
- (c) request that we update any inaccurate Personal Data that we hold about you;
- (d) request that we restrict the processing of Personal Data that we hold about you. This enables you to ask us to suspend the processing of Personal Data, for example if you want us to establish its accuracy or the reason for processing it;
- (e) object to our processing of your Personal Data;

- (f) request that we delete any Personal Data that we hold about you, subject to any legal obligations we have to retain your Personal Data; and
- (g) withdraw your consent to the processing of the Personal Data that we hold about you. Once you have withdrawn your consent, we will no longer process your Personal Data for the purpose(s) you originally agreed to, unless we are required to do so by law. This will not affect the lawfulness of any processing of Personal Data based on your consent before its withdrawal.