

Southbound Adventures Privacy Policy and Terms of Service

This Privacy Policy and Terms of Service document describes how your personal information is collected, used and shared when you create an account, complete the online medical form, visit or purchase goods from www.southbound.com.au

You agree to the following terms of service:

- Organisational Accreditation
- Privacy Statement
- Your Rights and Access to Personal Information
- Disclaimer
- Copyright and trademarks
- Medical information privacy and security policy
- Adventure Store Policy
- Pricing and Taxes
- Payment for goods and services
- Postage and handling
- Shipping destinations
- Returns, faulty goods, refunds
- Privacy and information security policy
- Online Payment Security Policy
- Changes
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Organisational Accreditation (NARTA)

NARTA provides comprehensive audits of accommodation, recreation and activity providers who apply for NARTA accreditation. Accreditation involves a combination of desk and site audits and includes the annual review of an organisation over the life of the Accreditation Certificate.

National Accommodation, Recreation, and Tourism Accreditation (NARTA) has been designed to provide a comprehensive procedure for checking and providing recognition of compliance with relevant legal operational requirements. It is an ongoing process that requires organisations to regularly review their compliance regime in line with changing community attitudes and legislative changes and undergo site audits.

- This is accomplished through self-assessment and both desk and workplace audits
- This Accreditation Package is not a process of comparison between organisations
- This Accreditation Package is truly voluntary
- This Accreditation Package is not to be seen as an imposition on members of the administering organisations
- This is a National program that recognises State Legislation

The NARTA Inc. Accreditation Package is endorsed, recommended or accepted as an appropriate accreditation methodology (at November 2015, as this is an ongoing process) by

Outdoors NSW. Outdoors NSW is recognised by the NSW Government as the peak body for the outdoors in NSW. The go-to place for all things outdoors in NSW, the organisation represents the outdoor community, advances outdoor standards, safety and practices, and fosters greater participation in the outdoors.

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Privacy Statement

Southbound Adventures is committed to protecting user privacy. Personal information you provide will only be used for the purpose for which it was intended. Information is stored on a secure server which is accessible only by the authorised parent carer under their unique login account, authorised Southbound Adventures employees and your school coordinator.

Any and all information collected will be kept strictly confidential and will not be sold, re-used, rented, loaned or otherwise disclosed to a third party, except where prior written permission is obtained from the individual who supplied the information and to whom the information refers.

In agreement with schools, we can use photos for Southbound Adventures promotion only and not made accessible to a third party. If you do not wish for photographs to be taken of your child please notify Southbound Adventures in writing and email to staff@southbound.com.au detailing the participants first and last name and School.

We collect Device information using the following technologies:

- “Cookies” (session cookies) are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- “Log files” (including google analytics) track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers or PayPal details), email address, and phone number. We refer to this information as “Order Information.”

We use Shopify to power our online store--you can read more about how Shopify uses your Personal Information here: <https://www.shopify.com/legal/privacy>. We also use Google Analytics to help us understand how our customers use the Site - you can read more about how Google uses your Personal Information here:

<https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Please note that we do not alter our Site’s data collection and use practices when we see a Do Not Track signal from your browser.

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Your Rights and Access to Personal Information

- Individuals have a right to request access to personal information Southbound Adventures holds on file about them.
- Individuals have a right to request personal information to be corrected

Referring to the “Guidelines to the National Privacy Principles” (NPP) dated September 2001, in most cases, you can gain access to personal information we hold about you. We will handle requests for access to your personal information in accordance with the NPP. We will respond to all requests for access to personal information within 30 days. In some circumstances under the NPPs (specifically section 6 – Access and Correction) Southbound Adventures may refuse access to personal information. If access to personal information is refused, Southbound Adventures will under the NPP provide the reasons for our refusal.

On request by a person, Southbound Adventures will take reasonable steps to let the person know, generally, what sort of personal information it holds, for what purposes, and how it collects, holds, uses and discloses that information. These details can be found within this document.

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Disclaimer

Every care is taken to ensure that information provided from the Southbound Adventures website is accurate, website visitors should note that this website may be altered without notice and data errors may occur; we apologise for such occurrences. No liability is accepted for inconvenience or loss this may cause. No responsibility is taken for website's linked to this website.

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Copyright and trademarks

Southbound Adventures website, the information it contains and the suppliers Trademarks is subject to copyright. You may not reproduce any part of this website without the written permission of Southbound Adventures.

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Medical information privacy and security policy

General terms and conditions

The purpose of this form is to allow us to adequately prepare the participant for their program of activities. This information is strictly confidential and will not be used to deny access to any part of the program.

We wish to ensure that all personal information is accurate, complete and up to date. Generally, if a client requests us to do so, we will amend any relevant personal information that is inaccurate, incomplete or out of date. Southbound Adventures employees will make contact with select parents, carers or guardians prior to the designated program to clarify specific information noted on the Participant Medical Form. This information will be recorded as an addition and be provided in a confidential manner to the relevant Southbound Adventures employee(s) and/or school representative.

Disclaimer

Southbound Adventures will only use the information provided for the individual program(s). If required, this information will only be shared with your school and in emergencies to hospitals and emergency services. Dietary information only will be shared with our caterers.

Any personal information will be treated with the utmost care and will not knowingly be used in ways not explicitly consented to by the user who supplied the information and to whom the information refers.

Southbound Adventures will securely store all medical information on file for the period specified by relevant legislation. We use AES-256 bank/military grade database storage encryption to protect your medical data. All personal information once expired will be disposed of in an appropriate manner that protects the privacy of everyone involved. Southbound Adventures will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information is to be used, stored or disclosed under National Privacy Principles.

Further disclaimer details, important notices, risk warning and acknowledgement can be accessed within the medical form.

Adventure Store Policy

General terms and conditions

Southbound Adventures Gear Shop is the online shopping cart service operated by Southbound Adventures Pty Ltd ABN 62 061 979 262

Discount and promotional coupons are accepted

Disclaimer

Outdoor adventure activities all involve a degree of risk. Southbound Adventures are aware of these risks when delivering their range of programs to clients and minimise the risk to clients through having trained staff and comprehensive safety and risk management procedures in place.

When purchasing specialist equipment from the Southbound Adventures Gear Shop, customers need to:

- Be aware of these risks
- Select appropriate equipment
- Get expert advice on using the equipment purchased
- Be responsible for your own conduct
- Take care of yourself and others

Our Shop contains a variety of quality equipment from a number of suppliers. Some of these items have technical limitations, care instructions, and recommended usage parameters. You should always familiarise yourself with these factors, and only use equipment for the purpose it was designed.

The information we give on this website is given in good faith, but particularly where it can have a bearing on your safety, you should apply your own judgement before acting upon it. Basic information is provided about products to assist you with your purchasing decisions. Detailed information about the products can be found at the manufacturer's websites, or by contacting Southbound Adventures.

Data Retention

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

Privacy Policy, Refund Policy and Terms of Service

Details of Privacy Policy, Refund Policy and Terms of Service for online shopping is located within the shopping cart, accessible when checking out from the Southbound Adventures store powered by Shopify.

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Pricing and Taxes

All prices are shown in Australian Dollars (AU\$) and include 10% GST (Goods & Services Tax). While we do our best to make sure prices and details shown on the site are correct, Southbound Adventures reserve the right to alter prices and or specifications when required.

Payment for goods and services

Southbound Adventures Store accepts the following forms of payment:

- Square and Shopify
- Visa (Square and Shopify only)
- Mastercard (Square and Shopify only)
- Bank Account Transfer

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Postage and handling

Postage and Handling is calculated at the time of checkout, and is based on the cost of the order:

- Under \$300: \$15 postage and handling within Australia
- Over \$300: Free postage and handling within Australia

Postage is sent via Fastway Couriers and every effort is made to have goods posted within 5 days of ordering, should there be any longer delay we will contact you to confirm this.

Shipping Destinations

We supply goods Australia-wide only. If you specifically require an order to be delivered overseas, we will quote postage for these on an individual basis and you will be responsible for all taxes and charges at the destination.

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Returns, faulty goods, refunds

In the event of goods being delivered in a faulty condition or incorrectly delivered please return them to us for replacement or a full refund. We will refund reasonable postage costs.

Southbound Adventures will accept the return of faulty goods within 28 days of the purchase date. Please include in a covering letter giving as much detail of the fault(s) as possible and if you would like the product refunded or exchanged. We invariably have to see goods before being able to assess the fault. In some cases it will be necessary to return goods to the manufacturer/importer for them to test. This process may take 2 - 4 weeks.

Warranty repairs may be repaired, replaced or refunded at the discretion of the manufacturer. The purchaser is responsible at their own expense for return of the product to Southbound Adventures.

We will acknowledge receipt of returned goods within three working days of receipt and try to keep you informed of the progress of your return.

All goods are supplied as 'fit for their purpose', and of 'merchantable quality', but it is rarely possible to express the length of life as an exact figure as it will depend on the extent and type of usage. This applies particularly to climbing or other items which are safety critical. Always err on the side of caution, and discard items, however new they are, if they are subject to excessive strain or wear.

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Privacy and information security policy

Be assured that Southbound Adventures respects your privacy. In purchasing goods from Southbound Adventures Gear Shop you accept that

- To process your order, you will need to provide Southbound Adventures with information including a shipping address and email address or contact phone number.
- Southbound Adventures will on occasion send you e-mail marketing regarding promotions as periodically. You can unsubscribe from these at any time within the promotional email.
- Southbound Adventures will not send you unsolicited mail.
- Southbound Adventures will not pass your e-mail address to anybody else, and we will not use this address except in connection with your enquiry or order.
- Where our site may be linked to other third party websites, no information on customers is shared with the third party.
- The information you provide will not be shared with any third party except as required by the law, and in connection with processing your order.
- Every reasonable effort is made to keep your information secure over the internet. Southbound Adventures will not be responsible for any unauthorised access of any information. By using this website you acknowledge there are risks in the transmission of information via the internet.
- If you do have any questions regarding privacy and how your information is used by us, please contact Southbound Adventures.

How do we use your personal information?

We use the Order Information that we collect generally to fulfill any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

- Communicate with you;
- Screen our orders for potential risk or fraud; and

- When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

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Online Payment Security Policy



Southbound Adventures uses PayPal for processing online payments. Southbound Adventures do not store any of your financial details as part of the transaction. Refer to the PayPal privacy policy for more information.

<https://www.paypal.com/au/webapps/mpp/ua/privacy-full>

For our online equipment store, Southbound Adventures use Shopify as their ecommerce platform. Refer to the Shopify privacy policy for more information.

<https://www.shopify.com/legal/privacy>

If you have any questions regarding our security policy, please contact us.

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Changes

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons. This document is current to the date noted at the end of this document. All changes are publicised here.

Complaints

If there is any concern of a breach to privacy Southbound Adventures accepts formal written complaints. Initial contact is to be made directly with the Southbound Adventures office in submission of a formal written complaint. Please refer to the OAIC website for further details of the complaints resolution process.

Contact us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at staff@southbound.com.au or by mail using the details provided below

Attn: General Manager
22 Shaban Street
Albion Park
NSW 2527

Last reviewed November 2019