

PRIVACY POLICY

This privacy policy outlines how Project Matka Pty Ltd (ACN 652 661 615) and its associated entities (**Project Matka**) collect and handles your personal information. In this privacy policy “we”, “our” and “us” is a reference to Project Matka.

For the purposes of this policy, “personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This privacy policy explains how we will treat your personal information that you provide to us in any way. We review our privacy policy regularly to ensure it is up to date, so we encourage you to review it from time to time via the link at www.projectmatka.com (**Website**).

We take our obligations under the *Privacy Act 1988* (Cth) (**Act**) and the Australian Privacy Principles (**APPs**) very seriously and have implemented practices, procedures and systems to ensure we comply with those laws. We are committed to maintaining the confidentiality and security of your personal information and managing it in an open and transparent way.

1. **Why we collect your personal information and how we will use it**

We collect and use your personal information for the purpose of carrying out our business of providing travel related products and services. This also includes sending you information about our products and services, offers and promotions and communicating changes to our services or terms and conditions.

2. **The personal information we collect about you**

In the process of conducting our business, we collect a range of personal information about our current and prospective customers, service providers, other business associates and the people who run the businesses we deal with. This information can include such things as name, postal address, email address, phone numbers, date of birth, credit card number details, passport number and details, travel details, travel preferences (e.g. seat selection, meals, destinations) and details about your participation in loyalty or awards programs and applicable membership numbers.

3. **Circumstances where we collect your personal information and you may not be aware**

(a) We use “Cookies” to monitor your use of the Website. These are small files that are transferred to your computer's hard drive through your web browser and enable us to recognise your browser and remember certain information. If you don't want information collected through cookies you can configure your computer so that it disables or rejects them.

(b) We also use Google analytics to track your use of the Website. Google Analytics is a website analytics service provided by Google, Inc that places cookies on your computer's browser. The information generated by the cookies about your use of the Website is transmitted to Google. This information is then used for the purpose of compiling statistical reports enabling us to analyse the number of visits to the Website, the average time spent on the Website and the pages viewed. If you don't want information collected through Google Analytics you should be able to configure your browser to disable Google Analytics.

4. **Collection of your personal information from third party sources**

We may collect your personal information from third party sources such as airlines, tour operators, car hire operators and accommodation providers. We do not warrant that these third party sources have the same level of privacy protection as us, and you should review their privacy policies to ensure compliance with the Act.

We will also collect your personal information from a third party when a person makes a travel booking on your behalf. For example, a travel agent or someone making a family or group booking. Where this occurs, we will assume you have consented to your personal information being collected by us and to us handling it in accordance with this privacy policy. You should let us know immediately if you become aware that your personal information has been provided to us by another person without your consent. Alternatively, if you provide us with personal information about other individuals, please make them aware of this privacy policy.

5. Sensitive information

Some personal information we collect will be more sensitive. For example, we may collect your dietary requirements which indicate your religious beliefs, or your health information if you intend to fly while unwell or pregnant. We collect this information so we can provide you with tailored products and services and will assume that you have consented to us collecting, using and disclosing your sensitive information in accordance with this privacy policy.

6. Direct marketing

We use your personal information to send you marketing materials and information about our products and services, offers and promotions. We will not use any sensitive information we collect from you for direct marketing without your prior consent. If you change your mind in the future, you may withdraw your consent to receive direct marketing by clicking on the "opt out" or "unsubscribe" link on emails, or by contacting us at contact@projectmatka.com.

7. Consequences of you not providing your personal information

Wherever it is lawful and practical, you have the option of using a pseudonym or not identifying yourself when dealing with us. However, by not providing your personal information to us you acknowledge that we will not be able to provide you with our full range of products and services. For example, if you do not provide your full name and contact details we will not be able to facilitate and process your travel booking.

8. Who we are likely to disclose your personal information to

We may disclose your personal information to other service providers to assist us to provide our products and services to you. These service providers may include:

- (a) suppliers of travel products or services such as airlines, tour operators, car hire operators, accommodation providers and insurance providers;
- (b) website analytics providers;
- (c) email and text message distribution providers;
- (d) technical support providers;
- (e) website hosting providers;
- (f) payment providers; and
- (g) any other agents we engage to provide services to you.

We will not disclose your sensitive information to any other party without your consent.

9. Disclosure to overseas entities

We will always endeavour to store your information on an Australian server. However, in circumstances where this is not possible, we may disclose your personal information to an overseas entity. Where we disclose your personal information outside of Australia, we will take reasonable steps to ensure that your personal information is treated securely in accordance with our privacy policy and laws equivalent or similar to the Act.

We may disclose your personal information to entities located in:

- (a) New Zealand;
- (b) Fiji;
- (c) Vanuatu;
- (d) New Caledonia; and
- (e) Samoa.

10. Accessing, updating or making a complaint about our handling of your personal information

You may access or update your personal information by contacting us at contact@projectmatka.com.

If you have a concern or complaint relating to our handling of your personal information or any breaches of the Act or APPs, please contact us at contact@projectmatka.com. If you are not satisfied with the outcome of the complaint or the way in which we have handled your complaint, you may contact the Office of the Australian Information Commissioner.

This privacy policy was last updated April 2024.