



Privacy Policy

Last Updated: April 2025

1. About this Privacy Policy

1.1 Koala Coast Services Pty Ltd ABN 79 682 900 607, located at 274 Forktree Rd, Wattle Flat SA 5203 Australia, trading as Koala Coast Retreat Farm ('Koala Coast', 'we', 'us', or 'our'), has implemented this Privacy Policy to explain how we collect, store, use, and disclose your personal information. This includes any personal data collected via our website, phone, email, online booking platform, or during your visit to our retreat farm. If you have any inquiries about this Privacy Policy, please cont...

1.2 Koala Coast Retreat Farm is a privately owned and operated accommodation and farm stay provider. This Privacy Policy applies solely to our business and does not extend to third-party services or operators we may recommend or link to.

2. Personal Information

2.1 "Personal Information" means information or an opinion (whether true or not) about an identified individual, or an individual who is reasonably identifiable, regardless of whether it is recorded in a material form.

3. What Personal Information do we collect and hold?

3.1 Types of Personal Information we may collect include:

- Name
- Date of birth or age
- Contact information (email, phone number, address)
- Payment details (via secure third-party services)
- Booking history and preferences
- Dietary or accessibility needs
- IP address, browsing activity

- Communication records with us

3.2 We collect information from:

- Guests and potential guests
- Suppliers and contractors
- Employees and job applicants
- Anyone interacting with Koala Coast Retreat Farm

3.3 Payments are processed securely by services like Stripe. We do not store credit card details.

4. How and when do we collect Personal Information?

We collect Personal Information:

- When you book or inquire
- When using our website or online forms
- During communications (phone, email, in-person)
- Through cookies and analytics
- From third parties (e.g., someone booking on your behalf)

We may also collect info from publicly available sources or if required by law.

5. Website & Digital Collection

We collect data via:

- Cookies: Used for functionality and analytics
- Google Analytics: Tracks user behavior for improvements
- Clickstream data: Pages visited, duration, etc.
- Ad networks: Google, Facebook Custom Audiences
- Session replay software: Used for support and diagnostics
- Social media: May track interactions if linked to our website

You can opt out of some tracking via browser settings or third-party tools.

6. How do we use your Personal Information?

We use your information to:

- Confirm and manage bookings
- Communicate with you
- Improve services

- Customise your experience
- Provide updates, promotions, or important notifications
- Conduct internal business operations
- Fulfill legal obligations

7. When do we disclose your Personal Information?

We may share information with:

- Our staff and internal departments
- Service providers (e.g., IT, payment processors)
- Legal and business advisors
- Government authorities, if required
- In case of business sale or transfer

8. Interstate and Overseas Disclosures

Some service providers may store data overseas (e.g., US, NZ). By using our services, you consent to your data being handled in those locations.

9. Other Uses and Disclosures

If we use your information for reasons not stated here, we will notify you and ask for consent where required.

10. Marketing

You may receive updates and offers from us or on behalf of partners. You can opt out at any time via:

- "Unsubscribe" link in emails
- Contacting us directly (see Section 16)

11. Storage and Security

We use secure systems to store and protect your information. Regular security audits and updates help safeguard your data. If information is no longer needed, we securely delete it.

12. Access and Correction

You may request:

- A copy of your data
- Correction of inaccurate details

We may verify your identity before processing the request.

13. Other Rights

You may also request:

- How your data is stored/used
- That we delete or de-identify your details
- Additional privacy support

14. Complaints

If you believe your privacy has been breached, please contact us. We will investigate and respond promptly.

15. Changes to this Policy

This policy may be updated from time to time. The current version will always be available on our website. Continued use of our services implies acceptance of updates.

16. Contact Us

If you would like to:

- Request access to your information
- Correct your information
- Opt-out of marketing
- Make a complaint
- Ask a question

Contact our Privacy Officer:

Email: koalacoastrvpark@gmail.com

Phone: 0417042310

Post: Privacy Officer, Koala Coast Retreat Farm
274 Forktree Rd, Wattle Flat SA 5203 Australia