**Viaggio Italia Travel Privacy policy**

Viaggio Italia Travel Pty Ltd (ABN 81625944283) trading as Viaggio Italia Travel, endeavours to protect the privacy of all our travellers.

We have developed this privacy policy to inform you what personal information we may collect from or about you, what this information will be used for, with whom such information will be shared and the security procedures we have implemented to protect your privacy.

**What information we collect**

When you consult us in person, over the telephone, or provide your details online, we will collect and use personal information that is relevant to you and your travel arrangements (for example, your name and contact details and information about your trip). This use includes providing necessary information to tour partners in Europe, hotels or insurance providers to fulfil your travel arrangements. By consulting us and providing your personal information to make a booking, or by making a booking, you consent to Viaggio Italia Travel using any personal information for the purpose of making and completing travel arrangements on your behalf.

When you visit the Viaggio Italia Travel web site, we may collect and store information about your visit on an anonymous, aggregate basis. This information may include the time and length of your visit, the pages you looked at on our site and the site you visited just before coming to ours. We may also record the name of your Internet service provider. We only use this information only to measure site activity and to develop ideas for improving our site.

**Who is collecting your information**

When you are on the site and are asked for personal information, you are sharing that information with Viaggio Italia Travel only, except as otherwise explained in this privacy policy or notified to you at the time.

**With whom such information will be shared**

When you make travel arrangements with Viaggio Italia Travel and provide personal information about yourself, we use this information to complete your travel arrangements and to provide you with promotional information. This may include sharing your personal information with our international travel partners who provide products and services to us (e.g. tour guides, transport companies). In this case, we may transfer or disclose your personal information to relevant persons based or operating in the country/countries in which you are travelling or planning to travel.

Viaggio Italia Travel may also disclose the personal information that we collect about you when we have reason to believe that it is necessary to identify, contact, investigate and raise concerns about, or bring legal action against, persons or entities who may be causing (or who may in future cause) injury to you, to us or to others.

We may also disclose your personal information if required by law or otherwise permitted by the Privacy Act 1988 (Cth) (Privacy Act) or other relevant laws in Australia which relate to the protection of personal information, including any future amendments to those laws (Privacy Laws). To avoid doubt, we may disclose your personal information if permitted by the Australian Privacy Principles under the Privacy Act and any amendments to them.

Your email address and other contact details will only be used for the purpose for which you have provided them and will not be added to an external mailing list or used for any other purpose without your consent.

**Storage and Security**

You take online privacy seriously, and so does Viaggio Italia Travel. It's our way of sustaining your trust in Viaggio Italia Travel and our products and services. This means we will take all reasonable measures to ensure your information is secure.

**In summary**

Viaggio Italia Travel is committed to protecting your privacy. We use the information we collect on our sites to make our services the best they can be and to enhance your overall experience.

**Your consent**

By using our site, consulting us in person over the telephone, or providing your details to make a booking, you consent to the collection and use of this information by Viaggio Italia Travel in accordance with this privacy policy.

If you choose not to provide your personal information to us for the purposes set out in this privacy policy, we may not be able to undertake certain activities for you such as providing you with requested information, products or services.

**Feedback, access and corrections**

Viaggio Italia Travel welcomes your questions and comments about privacy. Please contact us if you have any queries or concerns, or if you wish to exercise your rights under the Privacy Act to request access to, or to correct or update, your personal information, via the links below.

Viaggio Italia Travel reserves the right to alter our privacy policy, as business needs require. Any alterations to this policy will be posted on our website in a timely manner.

**Privacy complaints**

If you have a complaint about our collection, use or disclosure of personal information, or if you believe that we have not complied with this Privacy Policy or the Privacy Act 1988 (Cth), please contact us directly. When contacting us please provide as much detail as possible in relation to your question, comment or complaint.

Viaggio Italia Travel will take any privacy complaint seriously and any complaint will be assessed by an appropriate person with the aim of resolving any issue in a timely and efficient manner. We request that you cooperate with us during this process and provide us with any relevant information that we may need.

**Viaggio Italia Travel**

e: admin@viaggioitaliatravel.com.au

m: 0423 283 927