

READY FOR TRAVEL TRAVEL PRIVACY POLICY

Updated August 2020

Your privacy is important to us

Ready for Travel and its related entities are specialists in holiday and business travel management as well as meetings and events for companies and organisations primarily based in Australia.

Ready for Travel is committed to respecting your privacy through the protection and management of all personal information collected from our clients (“customers”), their employees, contractors, or guests (“travellers”).

This policy details the personal information we collect, how we use it and share it, in the context of the provision of our services.

Why do we ask for personal information?

We collect personal information from our customers for the purposes of delivering services to you and your guests. Specifically, those services are:

- The organisation of travel, accommodation, hospitality, and vehicle bookings
- The management of meetings, events other bookings
- The provision of customised services or preferences as part of the travel booking and management process
- The reporting of customers travel expenses, analyses, and policy compliance
- The invoicing of our services to our customers
- Providing communication of itineraries, changes to itineraries, travel alerts and changes, and support to our customers.
- To communicate our products and services to customers

What personal information do we collect as part of doing business?

We collect a range of information in relation to providing services to our customers. We may collect personal information including but not limited to:

Name, surname, contact phone numbers, corporate email address, personal email address, personal residence address, country of residence, company name, job title, employee number, gender, date and place of birth, payment information, government-issued photo identification documents (passport and identity cards), visa details, emergency contacts, fare information, frequent flyer information, loyalty card information and specific information related to travel preferences where expressed such as seat preferences, meal preferences, smoking and other special services or preferences required. These special services or preferences may reveal religious affiliation or health status which are considered as special categories of personal data under European data protection laws).

How is your personal information collected?

When providing travel services, information may be provided to us by our customers in relation to their travellers or directly by the travellers themselves to us through their travel profile. Extra information may also be collected in relation to individual bookings or itineraries to fulfill our services to our customers and travellers. Information collected from customers may be via email, completion of forms through our Online Booking Tool/s or verbally to our staff.

When organising meetings, incentives, conferences, and events - we may collect personal information in relation to organisers, exhibitors, and attendees of events for the purposes of providing services.

Who do we share this information with?

In order to provide travel management services for our customers and travellers, BIZTRIP may be required to share your personal information with our service providers including:

- Airlines
- Hotels
- Vehicle rental companies
- Ground transportation companies

- Online Booking Tools which enable our customers to book and manage travel organised through us
- The General Distribution Systems which allow us to enable travel bookings and management of your travel itineraries
- When requested, governmental bodies in line with applicable laws as well as for the purposes of visa applications.

From time to time we may also use third-party organisations for the management of information technology, marketing, finance, or other business services. Those third parties are required to adhere to BIZTRIP policies in relation to data and with applicable laws.

We do not sell any personal information gathered through the course of providing our services to customers and their travellers.

Cross border disclosure of personal information

As travel is by its nature international, personal data may need to be transferred to third-party partners and service providers as described above.

Where is your personal data stored?

We use several main suppliers who store data in various locations across the globe.

All data stored directly by Ready for Travel will be stored in our OneDrive or Google Drive accounts which are protected by multiple layers of protection.

Our financial information in relation to travel is stored in Australia on the Tramada platform. Booking details are processed via Sabre and stored in Dallas, TX in the US or on Serko which is stored in New Zealand

How do we ensure your personal data is safe?

We implement and maintain rigorous protections across network, physical, data and user security which are monitored and reviewed regularly.

How long do we retain your personal data?

We will retain personal data for a period not exceeding that required for the purposes of fulfilling our services to you, respond to enquiries by you or the company on behalf of which we organise your travel, comply with the legal obligations and maintain evidence for the purposes of a claim.

Compliance with this Policy and data protection laws

Ready for Travel is committed to complying with our Privacy Policy and all applicable data protection and privacy laws including but not limited to:

The European General Data Protection Regulation (EU) 2016/679 ('GDPR').

The Australian Privacy Act 1988 (No. 119, 1988 as amended).

Marketing Notice

We may use your personal contact information including full name, email, company name and job title to send you marketing communications.

You will receive this because your company or yourself have requested such information or it is in the course of offering services to you and your company.

If you fail to provide us with contact information, we may not be able to fulfill services to you on behalf of yourself or your company.

If you no longer wish to receive marketing from us, you can unsubscribe by clicking the link in any marketing communication or by contacting us via email at privacy@biztrip.com.au.



Your rights to your data

You have a right to access and modify or rectify personal data that we process about you. You also have a right to the deletion of your personal information. You may, depending on your citizenship and residence have a right to restrict and object to processing of your personal information.

It is important to note that if you choose to withhold data or the passing of your personal information to travel systems - we may not be able to fulfill services to you

If you wish to exercise your rights, please contact us via email at privacy@biztrip.com.au

Contact Us

If you have any questions or concerns, please email us at info@r4t.com.au.

This policy is subject to change. The changes will be posted from time to time on www.r4t.com.au, so please ensure you check this policy regularly.