

Shire of Mundaring Campground Online Booking System Privacy Statement

This privacy statement explains how the Shire of Mundaring Campground Online Booking System protects and uses your personal information and data. We respect your privacy and endeavour to ensure your privacy is maintained when providing information electronically.

Shire of Mundaring uses the RMS Cloud Online Booking System. RMS is a software company with headquarters in Australia and owns and provides a subscription cloud-based Property Management System with an Online Booking Engine managing accommodation bookings. RMS's Privacy Policy can be found here - <https://www.rmscloud.com/commercial/privacy-policy>.

Shire of Mundaring uses Windcave to process e-commerce payments. Windcave's Privacy Policy can be found here <https://www.windcave.com/privacy-policy>.

Collection of Personal Information

The Shire collects personal information of its customers and includes, but is not limited to:

- Your name;
- Preferred contact details, including email or social media address, home address, telephone number, and date of birth;
- The names of anybody travelling with you;
- Your payment information; and
- Any other information, which you decide for yourself to submit including special requests or preferences.

Collection of Payment Information

Information collected by the payment solution through a credit or debit payment card over the internet includes:

- Cardholder's name;
- Credit card number; and
- Credit card expiry date

Windcave uses this information to obtain authorisation for transactions from the payment card's issuing bank and the Windcave's own or Merchant's bank (acquiring bank).

Please note;

- All transactions are in \$AUD; and
- All transactions include GST

How Your Personal Information is used

- To administer camp ground bookings and payments;
- To respond to an enquiry you have made;
- To assist in analysing the usage and data collected;
- Provide you additional and/or updated information related to the consultation via periodic emails. You can unsubscribe at any time.

Your information is held confidentially by the Shire of Mundaring and is not shared with, transferred or sold to other parties, without your explicit consent unless required to by law.

Some details from the transaction may be made available to the Merchant acquiring bank through Payline - Windcave's web-based transactions management system which allows Merchants to track transactions and process refunds. Windcave may aggregate and disclose the aggregated data that is not personally identifiable to its partners or third parties. This aggregated, non-identifiable data may be used for statistical analysis or similar purposes.

Storage and Security

This RMS Cloud software is hosted in a secure data centred located in Australia. Physical, technical and administrative systems and processes are in place to safeguard your data and personal information.

Generally, Windcave stores and processes information in countries where they operate offices, such as New Zealand, Australia, the United States, and the United Kingdom. Windcave takes measures to ensure that information transfers comply with applicable data protection laws and that your information remains protected to the standards described in Windcave's Privacy Policy.

Information Transmission

The Shire of Mundaring and its vendors provide controls to protect your personal information such as data encryption. However, there are always risks involved in sending information via electronic means including over the Internet and you do it entirely at your own risk.

Cookies

Cookies are only used by online booking pages provided by RMS to improve the online booking process. By remembering the preferences of visitors to the online booking pages RMS streamline the reservation process. Cookies are used for no other process and the information pertaining to them is not shared with any other person or entity.

Windcave does not use cookies at this time.

Right to Review Personal Information

You have the right to review the personal information we hold about you to amend the personal information, to restrict the processing of the personal information and to delete your personal information.

The RMS Cloud Online Booking System is able to provide you with functionality where you may view your personal information and make corrections to your personal information yourself. Where your personal information is processed on the basis of your consent, you may be entitled to withdraw that consent at any time subject to applicable law.

Further Assistance

If you have concerns or questions about your privacy please contact Shire of Mundaring at shire@mundaring.wa.gov.au.