

Issue: 02 March 2021

Privacy Policy

EquineTrain ("we/us") recognises the importance of your privacy, and that you have the right to control how your personal information is collected and used. We know that providing personal information is an act of trust and we take that seriously. Unless you directly give us consent to do otherwise, we will only collect and use your personal information as set out below. Our privacy policy is intended to represent industry best practice and comply fully with the Privacy Act 1988.

Collecting information about you

Personal information that can be used to identify you as an individual. The type of information we collect from you depends on how you use our website.

Cookies

Cookies are used on this website to collect information on how you use the site. This information may include your browser type, operating system, IP address, and the referring sites. This information is anonymous and only used for statistical and website development purposes.

Subscription/Newsletters

When you create an account with EquineTrain, we may need the following information from you: name, how you found us and contact information such as phone number and email address.

We may contact you at the email or other address which you provide to us in order to:

- Provide you with updated information about our website; or
- Provide you with other information about our products and services which you may enjoy.

If you are receiving promotional information and do not wish to receive this information any longer, you may remove your name from our list either by clicking the unsubscribe box in your profile or notifying us via email. Please allow 10 business days for this request to be processed.

Contests and Promotions

On occasion we may have contests and promotions that, in the event you wish to participate, will require you to supply identifying information, such as your name and email address. In some cases, third parties will be involved in the contest or promotion and this information may be disclosed to them. If any such disclosure is made it will only be made in accordance with our Privacy Policy and any use by these third parties will be indicated within the terms of contest or promotion.

Payment Information

When you make a booking with us online you will provide information such as your name, contact details and payment information. We use this information to identify and process your booking. When a booking is made through our website customer credit card details are collected at each booking. This information is stored by us in our software provider.

Disclosing information

We do not disclose personal information about you to advertisers. In order to operate the website or deliver a service we may disclose personal information to external service providers these include IT system providers and external archiving services. We will not otherwise disclose your personal information to other companies without your explicit consent.

Access to information

If at any time you want to know exactly what personal information we hold about you, you are welcome access your record by e-mailing us at **info@equinetrain.com.au**. This information will be made available to you within 10 business days.

Changing and deleting information we hold

If at any time you wish to change personal information that is inaccurate or out of date, please contact us by e-mailing us at **info@equinetrain.com.au** and we will amend this record. If you have an account with us you may also be able to update the relevant information through your account.

If you wish to have your personal information deleted, please email us at **info@equinetrain.com.au** and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

Storage of your information

We will endeavour to take all reasonable steps to keep secure any information we hold about you, and to keep this information accurate and up to date. Your information is stored on secure servers that are protected in controlled facilities. We require our employees and data processors to respect the confidentiality of any personal information held by us.

Password and log-in

If we provide you with a user name and password, you are responsible to the security of your password and log-in information. You take responsibility to ensure the confidentiality of this information.

Links to external websites

Our website may have links to external websites. These linked sites are not under our control, and we are not responsible for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to read the Privacy Policy and the Terms and Conditions of the website.

Changes to this policy

From time to time, our policies will be reviewed and may be revised. We reserve the right to change our Privacy Policy at any time and notify you by posting an updated version of the policy on our website.

We are always very happy to answer any questions you may have regarding privacy or security, via our contact form on our contact page or my email at **info@equinetrain.com.au**.

By using our site, you consent to our privacy policy.