

DELWOOD TOURS PTY LTD

Privacy Policy

Last updated: 25 March 2026

1. Introduction

Delwood Tours Pty Ltd ACN 694 204 950 (**we, us, our**) is committed to protecting your personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**).

This Privacy Policy explains how we collect, use, disclose, and manage personal information about:

- customers who book tours directly with us (**Direct Customers**); and
- travel agencies and their clients who book tours through us (**Travel Agency Partners and Agency Clients**).

Please read this Privacy Policy carefully. By providing your personal information to us, you consent to its collection, use, and disclosure in accordance with this policy.

If you have any questions or concerns, please contact us using the details set out in Section 12.

2. About Us

Delwood Tours is an Australian tour company that designs and manages travel itineraries across South Asia, Southeast Asia, Europe, and the United Kingdom. We partner with third-party local operators in each destination to deliver our tours.

Our tours accommodate groups of 2 to 12 passengers.

3. Personal Information We Collect

We collect personal information that is necessary for us to provide our services, communicate with you, and meet our legal obligations. The information we collect depends on whether you are a Direct Customer, a Travel Agency Partner, or an Agency Client.

3.1 Direct Customers

When you book a tour with us directly, we may collect:

- Identity and contact details: your full name, home address, email address, and telephone number;
- Passport information: passport number, issue and expiry dates, issuing country, and a copy of your biographical data page;
- Payment information: credit or debit card details used to pay for your booking;
- Travel insurance: details of your travel insurance policy, including the insurer, policy number, and emergency contact number; and
- Other information: any other information you choose to provide us, including special requirements, dietary needs, or medical conditions relevant to your participation in a tour.

3.2 Travel Agency Partners (B2B)

When a travel agency books on behalf of its clients, we collect information about the agency, including:

- Business name and ABN;
- Name, email address, and telephone number of the relevant travel agent; and
- Any other contact or billing details required to manage the business relationship.

Travel Agency Partners are responsible for ensuring that Agency Clients have been informed of, and have consented to, the disclosure of their personal information to us.

3.3 Agency Clients

Where a tour is booked through a Travel Agency Partner, we collect the same categories of personal information in respect of each Agency Client as described for Direct Customers in Section 3.1.

3.4 Information Collected Indirectly

We may also collect personal information about you from third parties, including travel agents acting on your behalf, and from publicly available sources, where it is reasonably necessary for us to do so in connection with our services.

4. How We Collect Personal Information

We collect personal information in the following ways:

- Directly from you: through our booking forms, enquiry forms, email correspondence, and telephone conversations;
- From Travel Agency Partners: where a travel agency books a tour on your behalf;
- From our website: including any contact forms or online booking tools; and
- From third-party service providers: such as payment processors.

We will only collect personal information by lawful and fair means, and will not collect information that is not reasonably necessary for our functions or activities.

5. Why We Collect, Use, and Disclose Your Personal Information

We collect, use, and disclose personal information for the following purposes:

5.1 Providing Our Services

- Processing and managing your booking;
- Communicating with you about your tour itinerary, logistics, and requirements;
- Arranging services through our third-party local operators in destination countries;
- Verifying your identity and travel documentation; and
- Processing payments and issuing receipts.

5.2 Legal and Regulatory Compliance

- Meeting our obligations under applicable Australian laws;
- Complying with immigration, visa, and border control requirements in destination countries;
- Responding to requests from regulatory authorities; and
- Managing and defending legal claims.

5.3 Safety and Emergency Management

- Facilitating emergency responses, including contacting relevant authorities, healthcare providers, or your nominated emergency contacts;
- Verifying travel insurance coverage in the event of an incident; and
- Complying with any applicable duty of care obligations.

5.4 Business Operations

- Managing our relationship with Travel Agency Partners;
- Invoicing and managing accounts;
- Improving our services and tour offerings; and
- Internal record-keeping and administration.

We will not use or disclose your personal information for a purpose other than those described above without your consent, unless otherwise required or permitted by law.

6. Disclosure of Personal Information to Third Parties

We may disclose your personal information to the following categories of third parties:

- Local tour operators and service providers in destination countries (including tour guides, drivers, and accommodation providers), to the extent necessary to operate your tour;
- Payment processors and financial institutions, to process your payment;
- Travel insurance providers, where you have asked us to verify or communicate with your insurer;
- Government agencies and border control authorities, where required by law in Australia or in the destination country;
- Our professional advisers, including lawyers and accountants, subject to confidentiality obligations; and
- Any other party with your consent, or where otherwise required or permitted by law.

Where we disclose your personal information to a third party, we take reasonable steps to ensure that the third party handles your information in a manner consistent with this Privacy Policy and applicable privacy laws.

7. Disclosure of Personal Information Overseas

Our tours operate across multiple countries, including but not limited to Sri Lanka, and countries in South Asia, Southeast Asia, Europe, and the United Kingdom. To deliver our services, we will necessarily disclose personal information to third-party operators located in those countries.

Before disclosing personal information to an overseas recipient, we take reasonable steps to ensure the recipient does not breach the APPs in relation to that information. However, you acknowledge that:

- we may not always be able to ensure that overseas recipients handle your personal information in a manner consistent with Australian privacy laws; and
- where an overseas recipient handles your information in a way that breaches the APPs, you may not have the same rights of redress as you would in Australia.

By providing your personal information to us and proceeding with a booking involving overseas destinations, you consent to the disclosure of your personal information to overseas recipients as described in this section.

8. Passport Information and Sensitive Handling

Passport information is collected for the purposes of meeting destination country entry requirements, facilitating visa applications or entry processes where required, and verifying your identity in connection with your booking.

We treat passport information with heightened care. Access to passport information is limited to staff and third parties who require it for the above purposes. We do not retain copies of your passport beyond what is reasonably necessary.

9. Payment Information

Credit and debit card details are collected for the purpose of processing payments for bookings. We use third-party payment processors to handle card transactions, and we do not store full card numbers on our systems. All payment processing is conducted in accordance with applicable payment card security standards.

10. Storage and Security of Personal Information

We hold personal information in electronic form, and may also retain physical records in limited circumstances. We take reasonable steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, modification, or disclosure.

These steps include:

- Restricting access to personal information to authorised staff and service providers;
- Using secure storage systems and encryption where appropriate;
- Requiring service providers to maintain appropriate security measures; and
- Disposing of or de-identifying information when it is no longer required for any purpose for which it was collected.

No data transmission over the internet is entirely secure. While we take reasonable precautions, we cannot guarantee the absolute security of information transmitted to us electronically.

11. Access to and Correction of Personal Information

You have the right to request access to personal information we hold about you, and to request that we correct information that is inaccurate, out of date, incomplete, irrelevant, or misleading.

To make a request, please contact us using the details in Section 12. We will respond to your request within a reasonable time and in accordance with our obligations under the Privacy Act.

We may, in some circumstances, decline to provide access to personal information, including where doing so would be unlawful, would prejudice law enforcement, or would unreasonably affect another person's privacy. If we decline a request, we will provide written reasons.

We do not charge a fee for making an access or correction request, but we may charge a reasonable fee for the cost of providing access in some circumstances.

12. Privacy Complaints

If you believe we have breached the APPs or otherwise mishandled your personal information, you may make a complaint by contacting us using the details below. We will investigate all complaints and respond within a reasonable period.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (**OAIC**):

- Website: www.oaic.gov.au
- Phone: 1300 363 992
- Mail: GPO Box 5218, Sydney NSW 2001

13. Contact Us

For any queries, requests, or complaints regarding this Privacy Policy or our handling of your personal information, please contact us at:

Delwood Tours Pty Ltd

ACN : 694 204 950

Email: info@delwoodtours.com.au

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, or legal obligations. The current version will be available on our website and will take effect from the date of publication. We encourage you to review this policy periodically.