

Privacy Policy: Iconic Kirra Beach Resort

This Privacy Policy outlines how Iconic Kirra Beach Resort and its management entity collect, use, manage, and disclose your Personal Information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).

1. Collection of Personal Information

We collect Personal Information primarily for the purpose of providing accommodation services, processing payments, and marketing. The types of information we collect include:

Identity Data: Name, address, date of birth, nationality, and contact details (phone, email).

Booking Data: Arrival and departure dates, reservation details, and specific requests.

Payment Data: Credit card details (processed securely and masked after payment) or other payment information.

Security Data: Photographic identification (driver's license or passport) is required at check-in.

Website Data: IP address, browser type, and usage data collected via cookies for website functionality and improvement.

2. How We Collect Information

We collect Personal Information directly from you when you:

Make a booking through our website or via telephone.

Check-in to the resort and provide identification.

Send us an email or engage with us on social media.

Participate in a competition, promotion, or survey.

3. Use of Personal Information

We use your Personal Information to:

Process and confirm your accommodation reservation and payment.

Provide personalized service during your stay.

Manage and improve our services (e.g., website, booking engine).

Contact you for feedback on your stay.

Inform you of promotions, special offers, and news (with your consent).

Meet legal, security, and administrative requirements (e.g., maintaining guest records).

4. Disclosure to Third Parties

We may disclose your Personal Information to third parties only for the purpose for which it was collected, including:

Payment Processors: To process transactions securely.

Third-Party Booking Agents: If you booked through an external agent (e.g., Booking.com, Expedia).

Government/Law Enforcement: When required by Australian law or to protect the safety of guests and staff.

Sister Properties: For essential operational or shared services (e.g., shared maintenance or central booking functions).

5. Security and Storage

We take reasonable steps to protect the Personal Information we hold from misuse, loss, unauthorized access, modification, or disclosure. Personal Information is stored securely, both in hard copy and digitally, within our premises and cloud-based systems.

6. Access and Correction

You have a right to request access to the Personal Information we hold about you and request that any inaccuracies be corrected. To make a request, please contact us using the details below.

7. Contact Us

If you have any questions about this Privacy Policy or wish to make a complaint, please contact:

Iconic Kirra Beach Resort
74/76 Musgrave Street, Kirra Beach,
Coolangatta QLD 4225
Email: sales@iconickirra.com.au
Telephone: +61 7 5618 8500