Privacy Policy

Last Updated: April 2026

This Privacy Policy applies to all products and services offered by **Exotic Escapes** (www.exoticescapes.au) and **Voyluxe by Exotic Escapes** (collectively referred to as "we," "us," or "the Company"). By engaging with our services, visiting our website, or interacting with our brands, you agree to the collection and use of information in accordance with this policy.

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1. Information We Collect

To provide tailored travel experiences and luxury arrangements, we collect the following information:

- **Personal Information:** Names, residential address, email address, phone number, date of birth, and gender.
- **Sensitive Information:** Passport details, biometric information (where required for visas), and health information (e.g., dietary requirements, allergies, or mobility issues) to ensure your safety and comfort during travel.
- **Financial Details:** Credit card and payment information necessary to process bookings and transactions.
- **Technical Data:** Online identifiers including IP addresses, browser types, and cookie identifiers used to improve our website performance and user experience.

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2. How We Collect Information

We collect information through several channels:

- **Directly from you:** Via our website forms, email, phone, or direct consultation.
- **Group Bookings:** From group coordinators or travel companions making a booking on your behalf.
- **Web Browser Cookies:** Our sites use “cookies” to enhance user experience. Your web browser places cookies on your hard drive for tracking purposes and to improve functionality. You may choose to set your browser to refuse cookies, though some parts of the site may not function properly as a result.

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3. Purpose of Collection

We use your information for the following business purposes:

- **Travel Arrangements:** Processing bookings, issuing tickets, and managing travel itineraries.
- **Identity Verification:** Verifying your identity at check-in, baggage collection, or for security purposes.
- **Personalised Experience:** Using aggregated data to understand our users' needs and tailoring our services accordingly.

- **Communications:** Responding to enquiries and sending newsletters or promotions (only where you have opted-in).

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4. Overseas Disclosure and Your Consent

To facilitate your travel, we must share your information with third-party partners (airlines, hotels, tour operators, and insurance providers) located outside Australia. These recipients are often located in countries including, but not limited to, **New Zealand, Singapore, Japan, and Europe**.

Informed Consent: By engaging our services and providing your personal information, you expressly acknowledge and agree that:

1. We may disclose your personal information to overseas recipients.
2. These overseas recipients may not be subject to the Australian Privacy Principles or a substantially similar privacy regime.
3. **Exotic Escapes** and **Voyluxe** will not be accountable under the *Privacy Act 1988* for any breach of your privacy by an overseas recipient, and you may not be able to seek redress under Australian law for such breaches.

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5. Data Security and Retention

We employ strict security measures to protect your data from unauthorised access, alteration, or disclosure:

- **Storage:** Information is stored in password-protected electronic systems and secured physical files.
- **Security Measures:** We utilise firewalls and industry-standard IT security protocols.
- **Retention:** We only keep your personal information for as long as is necessary to provide our services. **Passport scans and specific health data are securely destroyed or de-identified once your travel is completed**, unless we are required to retain them by Australian law.

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6. Third-Party Websites and Social Media

- **External Links:** Our website may contain links to the sites of our partners or suppliers. We do not control the content or privacy practices of these third-party sites.
- **Social Media:** We engage with customers on platforms such as Facebook and Instagram. Your use of these platforms is governed by the privacy policies of those companies.
- **User Content:** If you tag our brands in travel photos, we will seek your express permission before resharing your content on our official channels.

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7. Access, Correction, and Complaints

Under the *Privacy Act 1988*, you have the right to access the personal information we hold and request corrections.

If you wish to access your data, or if you have a complaint regarding a potential breach of the Privacy Act (including the 2026 amendments), please contact us. We take all privacy concerns seriously and will respond promptly to resolve your issue.

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8. Acceptance and Updates

By using our websites or services, you signify your acceptance of this policy. We reserve the right to update this policy at any time to reflect changes in law or our business practices. We recommend checking this page periodically to stay informed.

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9. Contacting Us

If you have any questions regarding this Privacy Policy or your dealings with our brands, please contact us:

Exotic Escapes | Voyluxe Web: www.exoticescapes.au

Phone: 0435 223 300

Email: travel@exoticescapes.au