

City Backpackers HQ Brisbane – Privacy Policy

Last Updated: 1st January 2024

City Backpackers HQ is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data when you visit our website or stay at our hostel in Brisbane. By interacting with us, you agree to the terms outlined in this policy.

Information We Collect:

1. Personal Information:

- We may collect personal information, including but not limited to, your name, contact details, nationality, passport information, and payment details when you make a reservation.

2. Website Usage Information:

- When you visit our website, we may collect non-personal information, such as your IP address, browser type, and the pages you access. This information is used for statistical and analytical purposes to improve our online services.

How We Use Your Information:

1. Reservation and Check-In:

- Your personal information is used to process reservations, check-ins, and facilitate your stay at City Backpackers HQ.

2. Communication:

- We may use your contact information to communicate with you regarding your reservation, provide important updates, and respond to your inquiries.

3. Improving Our Services:

- Non-personal information collected from website usage helps us analyze trends and improve our website's functionality for a better user experience.

4. Marketing and Promotions:

- With your consent, we may use your contact information to send you promotional materials, newsletters, and special

offers. You can opt-out of receiving marketing communications at any time.

How We Share Your Information:

1. Third-Party Service Providers:

- We may share your information with third-party service providers, such as payment processors and booking platforms, to facilitate reservations and other services.

2. Legal Compliance:

- We may disclose your information to comply with legal obligations, respond to lawful requests, and protect our rights.

Data Security:

1. Secure Transactions:

- We implement industry-standard security measures to protect your payment information during transactions.

2. Data Access Control:

- Access to your personal information is restricted to authorized personnel only, and strict access controls are maintained.

Your Choices:

1. Opting Out:

- You can opt-out of receiving marketing communications by following the instructions in our communications or by contacting us directly.

2. Access and Correction:

- You have the right to access and correct your personal information. If you would like to review or update your information, please contact us.

Changes to this Privacy Policy:

City Backpackers HQ reserves the right to update this Privacy Policy periodically. We will notify you of any significant changes via the email address you provide or through a notice on our website.

Contact Us:

If you have any questions, concerns, or requests regarding your privacy or this Privacy Policy, please contact us at [insert contact information].

Thank you for choosing City Backpackers HQ. We value your privacy and appreciate your trust in us.

City Backpackers HQ Management