



Privacy Policy

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At Bottega Ventura [www.bottegaventura.com.au] we are committed to protecting your privacy as a customer and as an online visitor to our website and social media channels. We use the information we collect about you to maximise the services that we provide to you. We respect the privacy and confidentiality of the information provided by you and adhere to the Australian Privacy Principles.

OUR WEBSITES:

Our primary Bottega Ventura website address is www.bottegaventura.com.au.

This Privacy Policy sets out our commitment to protecting the privacy of your personal information that we collect through our websites, social media channels or directly from you. Please read this Privacy Policy carefully. Feel free to [contact us](#) if you have any questions.

Providing us with personal information is an indication that you have had sufficient opportunity to access this Privacy Policy and that you have read and accepted it. If you do not wish to provide personal information to us, then you do not have to do so, however it may affect your use of this Site or any products and services offered on it.

COLLECTION OF PERSONAL INFORMATION:

The type of personal information we collect may include but is not limited to:

- *Newsletter, Mailing List opt-in forms: your name and email address.*
- *Forms, Surveys, Comments and Live Chat: your name and/or user identifier, email address, comment, preferences and responses.*
- *Purchase of Products and Services: transactional data such as your name, email address, billing information and payment source.*
- *Enquiry forms: your name and email address.*
- *Booking and Reservation forms: the personal information we collect about you is the information that is needed to plan for and organise your tour with us. Some of the information is also used for personal safety purposes. Personal information we may collect includes but is not limited to your name, address, phone, mobile, email address, gender, date of birth, emergency contact details, pre-existing medical conditions, dietary requirements.*

If we receive your personal information from third parties, we will protect it as set out in this Privacy Policy.

DATA COLLECTION AND DATA TYPES:

Usage Data - we may collect information on how this Site is accessed and used. This may include information such as your computer's IP address, operating system type, browser type, browser version, referring website, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data. We may also collect information about actions you take when using the Site, such as links clicked.

Tracking Data - we may use cookies and similar tracking technologies to track the activity on our Site and hold certain information. A cookie is a small text file that's placed on your computer or mobile device when you visit our Site.

- Information gathered through cookies and server logs may include the date and time of visits, the pages viewed, time spent at our site, and the websites visited just before and just after our own, as well as your IP address.
- Cookies and tracking technologies help us to operate our websites and services, enhance and customise your experience across our websites and services, perform analytics and deliver advertising and marketing that's relevant to you.
- You can accept or reject cookies by amending your web browser controls. This may, however, prevent you from taking full advantage of the Site.
- There are also cookies set by third parties across our websites and services. Third party cookies enable third party features or functionality to be provided on or through our websites and services, such as advertising, interactive content and analytics. They also enable us to use advertising networks to manage our advertising on other websites.

COLLECTION AND USE OF PERSONAL INFORMATION:

We collect and use the personal information for purposes including but not limited to:

- to provide information, products and services to you;
- to respond to your comments and queries;
- to process transactions and send you related information, including confirmations and receipts;
- to better understand your needs, enabling us to improve our products and services which may include surveys and asking for ratings and reviews;
- to improve your experience on the Site and customise it according to your interests;
- to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you;
- for internal record keeping;
- to operate and maintain the Site;
- to monitor and analyse trends, usage and activities in connection with our services;
- on occasion we may analyse and aggregate data we collect from online surveys in order to produce anonymised metrics and statistical information that does not identify you as an individual.

We may contact you by a variety of measures including by email, live chat or responding to comments.

PHOTO AND VIDEO

When you are travelling with us, your photo or your inclusion in a video may be taken either by your Host, an employee of Bottega Ventura or one of our partners, or another guest. We care about your privacy, so if you do not wish for your photograph to be taken at any time, or to be included in any video, please let your Host or the photographer know. Any photos taken by Bottega Ventura staff (including Hosts and employees) will not be used for marketing purposes without your prior knowledge and consent. Whilst we take every precaution to protect your privacy, we are not responsible for passengers who may take your photograph or video you without our knowledge.

On some occasions, we may engage professional photographers to take and obtain photos to use in our marketing materials. We ensure that all of our customers are notified prior to travelling on our trips if a professional photographer is being engaged and you have the right to say no or opt-out of being included in any photos being taken for these purposes, including any subsequent use of the content or images.

DISCLOSURE OF PERSONAL INFORMATION:

We may disclose personal information for purposes including to provide our products and services to you, and as required by law. Where we disclose your personal information to third parties for these purposes, we will request that the third party follow this Privacy Policy regarding handling of your personal information.

We may use the data we collect to compile and provide aggregate and anonymised statistics about our visitors and traffic patterns which we may share publicly or with third parties for marketing, advertising or other uses.

The Site may use third-party service providers to service various aspects of the Site. Each third-party service provider's use of your personal information is dictated by their respective privacy policies. Third party services may include, but are not limited to:

- Google Analytics – to track and monitor Site usage. Google Analytics may capture your IP address, but no other personal information is captured by Google Analytics. You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on.
- WIX Campaigns - if you sign up to our mailing list for delivery of email updates and newsletters.
- Payment processors e.g. Stripe or PayPal – if you purchase products or services from us. We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy.
- Google reCAPTCHA – is entirely used for the purpose of fighting spam and attacks on our website. The use of reCAPTCHA is subject to the Google [Privacy Policy](#) and [Terms of Use](#).

ACCESS TO AND CORRECTION OF PERSONAL INFORMATION:

Access - You may request details of personal information that we hold about you, in certain circumstances set out in the Privacy Act 1988 (Cth) and European General Data Protection Regulation (GDPR). An administrative fee may be payable for the provision of information. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act or GDPR.

Correction - if you believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the details below. We rely in part upon customers advising us when their personal information changes. We will respond to any request within a reasonable time. We will endeavour to promptly correct any information found to be inaccurate, incomplete or out of date.

Complaints about breach - if you believe that we have breached the Australian Privacy Principles or European General Data Protection Regulation and wish to make a complaint about that breach, please contact us using the details below.

Unsubscribe - to unsubscribe from our e-mail database, or opt out of communications, please contact us using the details below or follow the unsubscribe link in our emails. You may also request us to delete the data you have provided to us.

We will retain the information you choose to provide to us until the earlier of: (a) you asking us to delete the information, (b) our decision to cease using our existing data providers, or (c) we decide that the value in retaining the data is outweighed by the costs of retaining it.

Storage and security - we are committed to ensuring that the information you provide is secure. We employ commercially reasonable methods to ensure the security of the information you provide to us and the information we collect automatically. This includes using standard security protocols and working only with reputable third-party vendors.

No information transmitted over the Internet can be guaranteed to be secure. We cannot guarantee the security of any information that you transmit to us, or receive from us. The transmission and exchange of information is carried out at your own risk.

External websites - please note that our Site contains links to other websites that are not operated by us. Please note that we are not responsible for the privacy practices of these other sites. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

THIRD PARTIES:

We do not and will not sell or deal in Personal Data or any customer information. Your Personal Data details are only disclosed to third party suppliers when it is required by law, for goods or services which you have purchased, for payment processing or to protect our copyright, trademarks and other legal rights.

To the extent that we do share your Personal Data with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy and in accordance with applicable law. Our contracts with third parties prohibit them from using any of your Personal Data for any purpose other than that for which it was shared.

DISCLOSURE OF YOUR INFORMATION:

We may from time to time need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, we may use your Personal Data to protect the rights, property or safety of Bottega Ventura, our customers or third parties. If there is a change of control in our businesses (whether by merger, sale, transfer of assets or otherwise) customer information, which may include your Personal Data, could be transferred to a purchaser under a confidentiality agreement. We would only disclose your Personal Data in good faith and where required by any of the above circumstances.

ADDITIONAL INFORMATION:

For any questions or notice, please contact us via email at travellers@bottegaventura.com.au.

This document was last updated 6 March 2026.
