



Broadwater Resort – Privacy Policy

Privacy Policy

Broadwater Resort Busselton (“Broadwater Resort”, “the Resort”, “we”, “our”, or “us”) is committed to protecting the privacy and security of our guests, visitors, customers, and website users.

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

By using our website, making a booking, staying at the Resort, or otherwise interacting with us, you agree to the terms of this Privacy Policy.

1. What Information We Collect

We may collect personal information including, but not limited to:

- Full name
- Contact details (email address, phone number, postal address)
- Date of birth
- Identification details
- Booking and reservation information
- Payment and billing details
- Emergency contact information
- Vehicle registration details
- Guest preferences and special requests
- CCTV or security footage while onsite
- Website usage information and analytics data
- Communication records between you and the Resort



We may also collect information provided through third-party booking platforms, travel agents, event organisers, or authorised representatives.

In some circumstances, we may collect limited sensitive information where reasonably necessary to provide accommodation, support guest wellbeing, or ensure safety during a guest's stay. This may include information relating to accessibility requirements, disabilities, medical conditions, mobility assistance, dietary requirements, or emergency contact needs. We will only collect this information with consent or where otherwise permitted by law.

2. How We Collect Information

We may collect personal information when you:

- Make a booking or enquiry
- Stay at the Resort
- Contact us by phone, email, social media, or online forms
- Subscribe to marketing communications
- Participate in promotions or competitions
- Attend events at the Resort
- Use our website or Wi-Fi services
- Interact with our staff, contractors, or security personnel

Some information may also be collected automatically through cookies, analytics tools, and security systems.



3. Why We Collect Your Information

We collect and use personal information for purposes including:

- Managing reservations and guest stays
- Processing payments and refunds
- Providing customer service and support
- Communicating important booking or operational information
- Maintaining the safety and security of guests, staff, and property
- Managing Leavers bookings and Resort access controls
- Supporting accessibility and guest wellbeing requirements
- Improving our services and guest experience
- Conducting internal administration and business operations
- Sending promotional offers, news, or marketing communications
- Complying with legal and regulatory obligations

4. Marketing Communications

From time to time, Broadwater Resort may send promotional emails, special offers, event information, or marketing communications.

You may opt out of receiving marketing communications at any time by:

- Clicking the unsubscribe link in our emails; or
- Contacting us directly.

We will not sell or rent your personal information to third parties for marketing purposes.



5. Disclosure of Personal Information

We may disclose your personal information to:

- Booking platforms and reservation providers
- Payment processors and financial institutions
- IT service providers and website hosting services
- Security providers and contractors
- Emergency services or law enforcement agencies where required
- Professional advisers, insurers, or auditors
- Government or regulatory authorities where legally required

We only disclose information where reasonably necessary for operational, legal, safety, or service-related purposes.

Some third-party service providers used by Broadwater Resort may store or process personal information outside Australia. Where this occurs, we take reasonable steps to ensure such providers handle personal information in accordance with applicable privacy laws.

6. CCTV & Security Monitoring

For the safety and security of guests, staff, and property, CCTV cameras may operate in public and common areas throughout the Resort.

Security footage may be reviewed or provided to law enforcement authorities where required by law or in connection with safety, security, or incident investigations.

7. Storage & Security of Information

Broadwater Resort takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Information may be stored electronically, physically, or with secure third-party service providers.

While we take reasonable precautions, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.



8. Access & Correction

You may request access to the personal information we hold about you or request corrections if you believe information is inaccurate, incomplete, or outdated.

Requests can be made using the contact details provided below.

We may require verification of identity before providing access.

9. Cookies & Website Analytics

Our website may use cookies and analytics tools to:

- Improve website functionality and performance;
- Understand visitor behaviour and preferences; and
- Support marketing and advertising activities.

You may disable cookies through your browser settings, although some website features may not function correctly.

Guest use of Resort Wi-Fi services may be monitored for security, network management, and lawful operational purposes.

10. Third-Party Websites

Our website may contain links to third-party websites, booking systems, or external services.

Broadwater Resort is not responsible for the privacy practices or content of external websites.

We encourage users to review the privacy policies of third-party providers before providing personal information.

11. Retention of Information

We retain personal information only for as long as reasonably necessary for operational, legal, accounting, safety, or business purposes.

When information is no longer required, we will take reasonable steps to securely destroy or de-identify it.



12. Changes to This Privacy Policy

Broadwater Resort may update this Privacy Policy from time to time to reflect operational, legal, or regulatory changes.

The most current version will always be available on our website.

13. Contact Us

If you have questions, concerns, or requests relating to this Privacy Policy or your personal information, please contact:

Broadwater Resort Busselton

11 Holgate Road

Broadwater WA 6280

Phone: (08) 9754 1633

Email: reservations@broadwaterresort.com.au

If you believe your privacy has been breached, please contact us so we can investigate and respond appropriately.