



Solterra & Vine

Privacy Policy

1. General

- 1.1. Protecting Your privacy is very important to Us. We are committed to maintaining the security of all Personal Information provided to Us, whether by individuals with whom We do business, visitors to and users of this Website and social media accounts or otherwise. This Privacy Policy details how We collect, use, and manage this Personal Information.
- 1.2. This Privacy Policy explains how We manage the Personal Information that We collect, use, and disclose, and how to contact Us if You have any further queries about Our management of, or would like to request access to, Your Personal Information.

2. Collection

- 2.1. We collect Personal Information in connection with Your use of its products and services, to provide You with the services You request, as well as information on other services offered by Us .
- 2.2. Where possible, We will collect Personal Information directly from You or a person authorised to provide Your Personal Information on Your behalf. This can be through this Website, Our social media account, in a retail store supplied by Us , over the phone or by email. Should We collect Your Personal Information from a third party, We will take reasonable steps to ensure that the third party has obtained Your consent to provide Your Personal Information to Us .
- 2.3. If You do not provide Personal Information requested of You to Us or, withdraw Your consent to Our collection, use and disclosure of Your Personal Information at any time (subject to contractual and legal restrictions and reasonable notice), We may be unable to provide You the products or services You have requested or contact You in the future.



- 2.4. If You no longer wish to receive Our newsletter, or information about Our services, events, or other promotional information You may unsubscribe by contacting Us at hello@solterravine.com.au. For communications sent by email or other electronic means You will also be able to unsubscribe using the unsubscribe mechanism in the message itself.
- 2.5. When You use Our Website, We collect certain standard information that is sent by Your browser to Our Website, some of which constitutes Personal Information. Specifically, such information collected includes technical information, such as Your IP address, browser type, operating system, language, time zone setting, access times and any referring website addresses. We use this information to administer Our Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

3. Cookies

- 3.1. A cookie is a small data file that a website may write to Your hard drive when You visit. A cookie file can contain information (such as a user ID) that the website can use to track the pages You have visited and Your preferences. The only Personal Information a cookie can contain is information You personally supply. A cookie cannot read data from Your hard disk or read cookie files created by other websites.
- 3.2. We use cookies to track Your traffic patterns and to provide a better service for You when You visit this Website.
- 3.3. You may set Your browser to provide notification when a cookie is received, and the opportunity to accept or reject the cookie. You can also refuse all cookies by turning the function off in Your browsers. However, to ensure the full functionality of this Website, the use of cookies is required.

4. Disclosure of Personal Information

- 4.1. We may share Your Personal Information with people within the business who have a “need to know” that Personal Information and may disclose Your Personal Information to third parties, including Our advisors, suppliers of IT



services, third parties engaged by Us for the purposes of providing services requested by You, to protect or enforce any intellectual property rights in any materials displayed on or otherwise available from Our website, for the purposes of seeking legal or other professional advice, to respond to a legal request or comply with a legal obligation and to enforce Our Website Use Terms.

- 4.2. We may disclose Your Personal Information to third parties in the event that We sell, buy, or merge any business or assets, including to the prospective seller or buyer of such business or assets.
- 4.3. We may also disclose Your Personal Information if required or authorised by law.

5. Security

- 5.1. We take all reasonable technical and organisational security measures to protect personal information from accidental or unlawful destruction, accidental loss and unauthorised access, destruction, misuse, modification, or disclosure.

6. Access to Personal Information and right to rectification

- 6.1. You can gain access to the Personal Information that We hold about You by sending a request to hello@solterravine.com.au. As We wish to ensure the Personal Information We hold about You is complete, accurate and up to date, You have the right to send a request for rectification via the same form.

7. Hyperlinks

- 7.1. Other websites may be accessible via hyperlinks from Our Website. Please note these other websites are not subject to Our Privacy Policy. Please review the privacy policy of each website You access via hyperlinks from this Website and assess whether the policy of each website is satisfactory to You before You use the other websites.

8. Concerns or Complaints



- 8.1. If You have a concern or complaint about how We have used Your Personal information, as a first step, You should raise this in writing with Us, using the contact form available on Our website. Any comments or queries can also be submitted using the same form.

9. Our Privacy Policy is subject to change

- 9.1. We review Our policies and procedures to keep up to date with changes in law, technology and the needs of our guests and may change this policy from time to time.

10. Definitions

- 10.1. In this Privacy Policy, the following definitions apply:

- 10.1.1. **Personal Information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information is recorded in a material form or not and includes but is not limited to:
- 10.1.1.1. identifying and contact information (for example, Your name, address, age, date of birth, gender, and email address);
 - 10.1.1.2. financial information (for example, credit or debit card details);
 - 10.1.1.3. health information; and
 - 10.1.1.4. if You visit Our Website, register an account with us and/or purchase products through Our Website, Your username and password, IP address, information about Your purchases and Your other activity on this Website (for example, tracking which areas of this Website You visit and the content You view); and
 - 10.1.1.5. other information with Your consent or where required by law.
- 10.1.2. **Privacy Policy** means this policy as amended from time to time.
- 10.1.3. **We, Us or Our** means Xscape Hospitality Pty Ltd t/a Solterra & Vine (ACN 693 279 426) or Regional Escapes Pty Ltd t/a Regional Escapes



(ACN 651 579 574) or Xscape Realty Pty Ltd t/a regionalXscapes (ACN 686 072 159) or all (as the case may be).

- 10.1.4. **Website** means www.solterravine.com.au and all content created under it; and;
- 10.1.5. **You or Your** means the individual or organisation using this Website or engaging in any of Our services.

Your Queries

We understand that your personal information is important to you and are thrilled that you made it this far! If you have any questions or concerns about this policy or our practices you can get in touch with us in the following ways:

Email: hello@solterravine.com.au

Phone: (03) 7050 2550

Address: 46 Hermitage Road, Maiden Gully VIC 3551, Australia