



Public Privacy Statement

Trips & Tramps respects your privacy and handles personal information in accordance with the Privacy Act 2020.

What information we collect

We collect the information we reasonably need to arrange and safely provide our trips. Depending on the booking, this may include:

- your name and contact details;
- trip, accommodation and pickup information;
- age, weight, mobility, dietary or relevant medical information;
- emergency contact details;
- payment and transaction information; and
- correspondence, feedback, complaints or incident information.

We only ask for medical or health information where it is relevant to your safety, comfort or ability to participate.

How we receive your information

We may collect information directly from you or receive it from someone arranging your booking, such as a travel agent, tour operator, accommodation provider or another member of your group.

We ask booking partners to make this statement available to travellers. We do not always receive customers' contact details, so we may be unable to contact you directly before your trip.

How we use your information

We use personal information to:

- respond to enquiries and manage bookings;
- arrange pickups, transport and trip logistics;
- communicate important trip information;
- assess and manage safety, medical and accessibility needs;
- provide our services and respond to emergencies;
- process payments and refunds;

- deal with feedback, incidents, complaints or claims;
- meet our legal and accounting obligations; and
- improve and plan our services.

If information reasonably required for safety or service delivery is not provided, we may be unable to confirm the booking or allow participation.

Who we share information with

We do not sell personal information.

We may share relevant information with people and organisations involved in providing or supporting your trip, including:

- our staff, guides and drivers;
- travel agents and other booking partners;
- transport, accommodation and activity providers;
- emergency services and medical providers;
- insurers and professional advisers;
- payment, booking and technology providers; and
- government agencies where required or permitted by law.

We disclose only the information reasonably needed for the relevant purpose.

Some service providers may store or process information outside New Zealand. Where this occurs, we take reasonable steps to ensure the information is appropriately protected.

Storage and retention

We take reasonable steps to protect personal information from loss, unauthorised access, misuse or disclosure.

We retain information only for as long as it is reasonably needed for the purpose for which it was collected, or as required by law.

Medical forms, manifests and other short-term operational records are securely destroyed when no longer needed. Information required for accounting, legal, safety, complaint or insurance purposes may be kept for longer.

Where practicable, information retained only for statistics, forecasting or business planning will be anonymised or de-identified.

Accessing or correcting your information

You may ask to access the personal information we hold about you or request that it be corrected.

We may need to verify your identity before responding. In some circumstances, the Privacy Act allows information to be withheld.

Contact us

Questions, access or correction requests, and privacy complaints should be directed to:

Privacy Officer: Madeleine Peacock

Fiordland Trips and Tramps Limited

Email: info@tripsandtramps.com

Phone: +64 3249 7081

Address: 24 Caswell Road, Te Anau, NZ

If you are not satisfied with our response to a privacy complaint, you may contact the New Zealand Office of the Privacy Commissioner.