

## Travel Counsellors Pty Ltd - Privacy Policy

Travel Counsellors Pty Ltd (**we**) collects information that you voluntarily provide to your travel counsellor or as part of the booking process for your travel reservations. This can include your name, telephone number or email address, as well as credit card information. It may also include your travel preferences, including seat selection, where appropriate, frequent flyer/hotel/car rental programs and membership numbers and meal requests, if available. This information needs to be provided in order to process and book travel requests. We may also share this information with Travel Counsellors, LLC, which is part of the Travel Counsellors global group, and is based in England.

We do not sell or rent any of our clients' personal information to third parties. Further, at no time will we ever request your credit card information, password or other identification in an unsecure or unsolicited email or telephone communication. If you receive this type of request, it is not coming from us.

We will also use the information you provide to send you other offers from, and information about, Travel Counsellors. If you do not want to receive such offers and information please let us know.

We may change or supplement this Privacy Policy from time to time, as necessary, by posting a revised version of our Privacy Policy on our website. The revised version becomes effective upon posting on our website. If you have any questions concerning our Privacy Policy or our privacy practices, you can contact our Privacy Officer by:

writing to us at: PO Box 6180  
St Kilda Rd Central  
Melbourne  
VIC 8008

calling us at: +61 3 8517 8200

emailing us at: [info@travelcounsellors.com.au](mailto:info@travelcounsellors.com.au)

We will make every attempt to respond to all reasonable concerns or inquiries within five business days of receipt.