

Privacy Policy

Orion Expedition Cruises recognises the importance of protecting the privacy of personally identifiable information collected about our customers and employees. For the purposes of this Privacy Policy, the word customers includes booked guests, visitors to our web site, individuals requesting brochures and other marketing materials, past guests and those making inquiries in response to advertising or editorial features.

We are bound by the National Privacy Principles in the Privacy Act 1988 (Cth) in relation to the handling of personal and sensitive information.

Personal Information

We collect personal and sometimes sensitive information as an integral part of delivering our services to you. Nearly all of this information is collected when you complete a Guest Booking Form as part of reserving passage on one of our cruises. Generally the reasons why we are collecting information when we collect it and how we plan to use it will be obvious at the time of collection. If not, we will tell you why.

We usually collect your personal information from your travel agent or, in some instances, directly from you.

The types of information we collect are relevant and/or required for managing our relationship with you, and to permit us to develop and deliver travel arrangements. Therefore, we may collect all of (but not limited to) the following:

- Family and given names, and other names you may be known by
- Date and place of birth
- Citizen/Passport Number, including place and date of issue, and expiration for international customs and relations requirements
- A form of photographic identification at the time of embarkation
- Your occupation
- Your address, phone, email and other contact details
- Emergency contact information for a person nominated by you
- Information to service any special requests you make, which may include sensitive information regarding your health and/or physical abilities
- Dietary information
- Financial details for the purposes of payment of your fare and/or onboard account

Use and Sharing of your Information

We collect information supplied by you for the purpose of building a passenger record of you as an individual. This information is used to conduct the administrative functions of managing your voyage with us, including processing customs and immigration requirements on your behalf.

We may share your information with Australian and international government bodies where required, and other companies which it would seem reasonable in relation to the primary purpose of collection to share. Examples of this may include companies we partner with to deliver our services to you, such as shore tour operators or contractors managing aspects of the ship's operations. This may include members of the ship's crew and hotel staff, both at sea and ashore.

If you have indicated on your booking form that we may contact you in the future, we may do so for marketing and research purposes. This may include sending you promotional material for new and changing services that may be of interest to you, or to invite you to participate in market research activities.

We may also share information domestically or internationally where required by Australian, foreign or international law. Examples of this would be with immigration and customs services, law enforcement agencies and hospitals or other medical professionals as may be necessary.

Use by Third Parties

Orion Expedition Cruises may disclose your information to its service providers and contractors as may be required to deliver the service you have requested as indicated on your booking form or in other correspondence. Our technology partners may also have access to your information in the management of our systems where required. We may also engage a third party to partner with us on market research initiatives. In this case, your information will be used to build our internal profile of you to serve you better in the future, and/or to contact you to invite you to participate in a market research activity.

Where your information has been collected initially by a licensed travel agent, they may keep certain records of that information in their own customer information management system. In these cases, the licensed travel agent may share with us your personal and sensitive information for the purpose of making a booking with us on your behalf.

We require all contractors, third parties and other partners to protect your information in the same way we do, and continually manage these relationships with your privacy as a high priority.

Access to Personal and Sensitive Information

You have a right to access most personal and sensitive information we hold about you, and you have the right to request changes to the information we have on record. If we deny access in some circumstances we will tell you why in writing.

To request access, please contact our privacy officer as set out at the end of this document.

Security

Orion Expedition Cruises strives to ensure the security, integrity and privacy of personally identifiable information of our customers. We use a variety of physical and electronic security measures including but not limited to restricting physical access to our offices and cruise vessels; restricting access to computer systems through password protection, firewalls and secure databases to keep personal and sensitive information secure from misuse, loss or unauthorised use or disclosure.

Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure.

Cookies

In reference to our website, it is important to comment on the existence of cookies. Cookies are data that a Web site transfers to an individual's hard drive for record-keeping purposes. A cookie can contain data such as the parts of a website a user has visited or the duration of a user's visit to a website. Cookies can facilitate a user's ongoing access to and use of a site. They allow us to track usage patterns and to compile data that can help us improve our online booking process, content and target advertising. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature. But you should note that Cookies may be necessary to provide you with features such as booking transactions or updating your personal information in our records.

It is recommended that users set their browser to identify the presence of cookies and to give them the option of accepting or rejecting them. This privacy principle does not extend beyond the Orion Expedition Cruises website. When linking to other sites from the Orion website, we recommend you read the privacy statement or policy of that site to familiarise yourself with its privacy principles.

Online Links to Third Party and Co-Branded Sites

Orion Expedition Cruises may establish relationships with business partners that allow visitors to our Internet site to link directly to sites operated by these partners. Some of these sites may be "co-branded" with our logo; however, these sites may not be operated or maintained by or on our

behalf. These sites may collect personal information from you that may be shared with us. This Privacy Statement will apply to any personal information we obtain in this manner.

Orion Expedition Cruises is not responsible for the content or practices of websites operated by third parties that are linked to our sites. These links are meant for the user's convenience only. Links to third party sites do not constitute sponsorship, endorsement or approval of the content, policies or practices of those third party sites. Once you have left our site via such a link, you should check the applicable privacy policy of the third party site.

What else you should know about privacy on the Internet

Remember to close your browser when you have finished your user session. This is to ensure that others cannot access your personal information and correspondence if you share a computer with someone else or are using a computer in a public place like a library or Internet café. You as an individual are responsible for the security of and access to your own computer.

Whenever you voluntarily disclose personal information over the Internet, this information can be collected and used by others. Ultimately, you are solely responsible for maintaining the secrecy of your username and passwords and any account information when accessing any site on the Internet. Please be careful and responsible whenever you are using the Internet.

For further information

Please contact our Privacy Officer to ask for access to your information or if you have a complaint concerning your information privacy or if you would like more information about our approach to privacy.

Privacy Officer

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