

### **Universal & Per Aquum Resorts Privacy Policy Statement**

At Universal & Per Aquum Resorts, we respect the privacy of your personal information and is committed to ensuring its proper collection, storage, use and disclosure. Under no circumstances will information be sold or made available to third parties who are not owned by Universal & Per Aquum Resorts.

We have provided a policy statement that addresses relevant privacy issues for Universal & Per Aquum Resorts.

### **What personal information is collected whilst staying at a Universal or Per Aquum Resort?**

By knowing customer preferences, Universal & Per Aquum Resorts can more effectively and conveniently provide special offerings tailored to the requirements of our customers. Depending on the service you are accessing, you could be asked at various times to provide information including but not limited to, details such as your name, e-mail address or information about what you like and do not like. When requesting a booking on-line, we may request your credit card number to complete the reservation or your mailing address to ensure delivery.

Visitors to the website may choose to submit information to Universal and Per Aquum Resorts when they elect to:

- request a brochure
- request a reservation
- Submit details to a mailing list
- Submit a question or comment via the site's Contact Us or Guests Comment feedback survey called Market Metrix.
- Apply for a job

The information you provide when you visit the site is used to enhance the services offered on the site and to personalise other special offers from Universal & Per Aquum Resorts to provide you with products and services that we think will be of interest to you.

### **What is the purpose and usage of my information?**

Universal & Per Aquum Resorts will not use your personal information for any purpose you would not reasonably expect us to. Your information may be used by Universal & Per Aquum Resorts to enable us to enhance our relationship with you, however it is your decision whether you wish to provide us with the information necessary for this service.

All personal information collected by Universal & Per Aquum Resorts will be used to ensure our marketing programs function properly, both from a functional and operational perspective and for planning and product development, to ensure that our marketing programs are tailored to suit your needs. The personal information collected is fundamental in order for you to participate in the various marketing programs. If you have chosen to receive news and deals online - this will be sent to your nominated e-mail address as well as other e-mails keeping you up-to-date about other products and services. If you provide us with your postal address, you may receive periodic mailings from us with information on new products and services or upcoming events. These offers may be based on information you have provided and on your history with us as a customer.

For operational purposes, Universal & Per Aquum Resorts may divulge your personal details to a third party when the administration and processing of a marketing program is outsourced to a third party. (Examples include - when mailing houses are used, when an outside agency uses customer data provided or when a credit check is required on application, when an outside website server is used to email newsletters, product updates etc ). Universal & Per Aquum Resorts will not sell, rent or trade your personal information to third parties for marketing purposes.

We may also release information about you where there is a duty to the public to disclose that information, i.e. where the law requires us to do so. On termination of your participation in any of the Universal & Per Aquum Resorts programs, your contact details will be noted as closed and your details will be deleted from our databases.

### **Opt Out**

As a participant in Universal & Per Aquum Resorts programs, one of the benefits your membership may include is mailings. These mailings include details relating to you and may include special promotional offers. If you would prefer not to receive these communications, you have the right to opt out. A choice to opt out will be included on these occasions. Alternatively, you can write to Universal & Per Aquum Resorts and request that you receive no further information.

As a participant, you also have the right to request access to the personal information Universal & Per Aquum Resorts has relating to you. Please direct such requests in writing either to the general inquiry section on the website or to the contact for that particular marketing program.

All our email communication with you requires your consent, whether explicit or inferred. The emails you receive will contain details regarding unsubscribing (opt out) from our database. If you experience any difficulty with this unsubscribe process you can email us at [info@velassaru.com](mailto:info@velassaru.com)

### **Security**

Universal & Per Aquum Resorts operates secure data networks, protected by industry standard firewall and password protection systems, to guard against the loss, misuse or alteration of information under the company's control. Our security and privacy policies are periodically reviewed and enhanced as necessary and only authorised individuals have access to the information provided by our customers.

### **Complaints and enquiries**

Please contact our Marketing department by email on or phone: (960) 6647307 or fax: (960) 6643885 someone has gained access to your personal information. We will try to satisfy any questions you have and correct any errors on our part.