



Privacy Policy

Lakes Lodge Okataina

Effective Date: 17 February 2025

Lakes Lodge Okataina ("we," "our," "us") values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your data in accordance with New Zealand privacy laws.

1. Information We Collect

We may collect the following types of personal information:

- Name, contact details (phone number, email address, mailing address)
- Payment information (credit card details, billing address)
- Booking details (check-in and check-out dates, special requests)
- Identification details (passport or driver's license for verification purposes)
- Feedback and communication (reviews, survey responses, inquiries)
- Technical data (IP address, browser type, operating system)

2. How We Collect Your Information

We collect personal information through:

- Direct interactions (phone, email, website bookings, walk-in inquiries)
- Online forms (reservations, contact forms, surveys)
- Payment transactions
- CCTV footage for security purposes
- Cookies and tracking technologies on our website

3. How We Use Your Information

We use your personal data for the following purposes:

- To process reservations and payments
- To provide customer support and respond to inquiries
- To improve our services and enhance guest experiences

- For security and fraud prevention
- To send marketing and promotional materials (with your consent)
- To comply with legal and regulatory obligations

4. Sharing Your Information

We do not sell or rent your personal data. However, we may share it with:

- Payment processors to facilitate transactions
- Third-party service providers (e.g., IT support, marketing agencies) under confidentiality agreements
- Legal authorities when required by law
- Business partners for tailored experiences (e.g., tour providers, transport services) with your consent

5. Data Security

We take reasonable steps to protect your personal information from loss, unauthorized access, or disclosure through:

- Secure data storage and encryption measures
- Restricted access to personal data
- Regular security updates and staff training

6. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

7. Your Rights

You have the right to:

- Access, correct, or delete your personal data
- Withdraw consent for marketing communications
- Request information on how your data is processed
- Lodge a complaint with the Privacy Commissioner of New Zealand if you believe your privacy rights have been violated

8. Cookies & Online Tracking

Our website may use cookies to enhance user experience. You can manage cookie preferences through your browser settings.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website with the updated effective date.

