

Privacy Policy

Last Updated: 10 March 2026

1. Introduction

Maleny Tropical Retreat respects your privacy and is committed to protecting the personal information you provide when visiting our website.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website:

<https://www.malenytropicalretreat.com/>

We comply with the principles of the Privacy Act 1988 (Australia) and the Australian Privacy Principles where applicable.

By using our website, you consent to the practices described in this policy.

2. Information We Collect

We may collect personal information that you voluntarily provide to us when you:

- Submit an enquiry
- Make a booking enquiry
- Contact us through our website
- Communicate with us via email or phone

The personal information we may collect includes:

- Name
- Email address
- Phone number
- Booking details or accommodation enquiries
- Any other information you choose to provide

3. Automatically Collected Information

When you visit our website, certain information may be automatically collected, including:

- Internet Protocol (IP) address
- Browser type and version

- Device information
- Pages visited and time spent on the site
- Referring websites or links
- General geographic location

This information helps us improve the functionality and performance of our website.

4. Cookies and Website Tracking

Our website may use **cookies** and similar technologies to improve your browsing experience.

Cookies may be used to:

- Remember user preferences
- Analyse website traffic
- Improve website performance
- Assist with advertising and marketing campaigns

You may disable cookies through your browser settings, however some parts of the website may not function correctly.

5. Advertising & Marketing Technologies

Our website may use advertising and analytics tools provided by third-party platforms including:

- Meta Platforms
- Facebook
- Instagram
- Meta Pixel
- Google Analytics

These technologies may collect or receive information from our website and use that information to:

- Measure advertising performance
- Understand how users interact with the website
- Deliver personalised advertisements

This information may be used to display advertisements for our accommodation services on platforms such as Facebook and Instagram.

You can manage your advertising preferences directly through your social media account settings.

More information about how Meta handles data can be found in Meta's Data Policy.

6. How We Use Your Information

We may use your information to:

- Respond to enquiries and booking requests
- Provide accommodation services
- Improve our website and customer experience
- Send relevant information about our services
- Conduct marketing and advertising campaigns
- Analyse website traffic and performance

We will only use your personal information for purposes that are reasonably related to our business operations.

7. Information Collected Through Advertising Forms

From time to time, we may collect personal information through advertising campaigns or lead forms on platforms such as Facebook and Instagram.

Information submitted through these forms may include:

- Name
- Email address
- Phone number
- Enquiry or booking information

By submitting your information through these forms, you consent to Maleny Tropical Retreat contacting you regarding your enquiry, booking request, accommodation information, or related services.

Your information will only be used for the purpose for which it was submitted and will not be sold or shared with unrelated third parties.

8. Sharing Your Information

We do **not sell, rent, or trade personal information.**

We may share information with trusted third-party providers where necessary, including:

- Website hosting providers
- Marketing and advertising platforms
- Analytics providers
- Booking or reservation systems

These third parties are only provided with the information required to perform their services.

We may also disclose information where required by law.

9. Data Security

We take reasonable steps to protect your personal information from:

- misuse
- interference
- loss
- unauthorised access
- modification
- disclosure

However, no method of transmitting data over the internet is completely secure and we cannot guarantee absolute security.

10. Links to Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the privacy practices or content of those third-party websites and encourage users to review their privacy policies.

11. Access to Your Personal Information

You may request access to or correction of the personal information we hold about you.

If you wish to do so, please contact us using the details below.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any updates will be posted on this page with a revised “Last Updated” date.

13. Contact Us

If you have any questions about this Privacy Policy or how your information is handled, please contact us:

Maleny Tropical Retreat

Address: 540 Maleny Montville Road, Maleny QLD 4552, Australia

Phone: (07) 5435 2113

Email: unwind@malenytropicalretreat.com