

This is Travel

Privacy Policy

Effective Date: 28 May 2026

This is Travel is owned and organised by **Curated Travel Marketing Pty Ltd** ABN 69 692 254 005, Suite 1001, 4 Young St, Neutral Bay NSW 2089, Australia (**we, us, our**).

We are committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store, and disclose personal information in connection with This is Travel — Australia's premium travel exhibition — and our related activities.

This policy is issued in accordance with the **Privacy Act 1988** (Cth), the Australian Privacy Principles (APPs), and other applicable data protection legislation. By providing your personal information to us, you consent to its collection and use as described in this policy.

1. Information We Collect

We collect personal information that is reasonably necessary to operate This is Travel and provide our services. This includes information collected directly from you and, in some cases, from third parties.

Information you provide directly

We collect personal information when you:

- register for or participate in This is Travel as a Buyer, Exhibitor, or Additional Delegate
- complete an Expression of Interest, Registration Form, or any other application
- book or participate in Familiarisation Tours, networking events, forums, or associated activities
- communicate with us by email, phone, or through our online platforms
- submit feedback, complaints, survey responses, or testimonials
- engage with This is Travel's website, app, or digital publications

The types of personal information we may collect include:

- name, job title, and employer or business details
- contact information including email address, phone number, and postal address
- country of residence and travel-buying credentials
- payment and billing information
- appointment preferences, meeting history, and participation records
- photographs, video, or audio recordings taken at the event
- testimonials and feedback you provide about the event

Information collected from third parties

We may also receive personal information from:

- co-exhibitors, partners, sponsors, or host organisations involved in This is Travel
- Familiarisation Tour operators or other event collaborators
- credit reporting bodies, insurers, or professional reference providers (for qualification purposes)
- publicly available sources such as LinkedIn or company websites

2. How We Use Your Information

We use the personal information we collect to:

- organise and manage This is Travel, including pre-scheduled appointments, networking events, forum sessions, and Familiarisation Tours
- process your registration, verify your eligibility, and confirm your participation
- operate the This is Travel App and Online Diary appointment system
- match Buyers with Exhibitors and facilitate business connections before, during, and after the event
- share your profile information with Exhibitors or Buyers with whom you have a scheduled appointment (limited to information relevant to that appointment)
- communicate with you about event logistics, schedule updates, and post-event follow-up
- promote This is Travel through publications, newsletters, social media, and marketing programs
- use your name, title, organisation, country, and testimonials (with your consent) to promote This is Travel
- conduct surveys and gather feedback to improve future events
- address complaints, inquiries, and legal or insurance matters
- comply with our legal obligations and enforce our Terms and Conditions

We will only use your personal information for the purposes for which it was collected, or for a related purpose that you would reasonably expect, or as otherwise permitted by law.

3. Disclosure of Personal Information

We may disclose your personal information to the following parties, where relevant and necessary:

- Exhibitors or Buyers with whom you have a Pre-Scheduled or Self-Scheduled Appointment, via the PSA System or Online Diary
- approved service providers who assist us in running This is Travel, including IT providers, the This is Travel App platform, accommodation providers, transport operators, and venue managers
- Familiarisation Tour host organisations (for participants nominated for a Famil)
- our affiliates, subsidiaries, and related entities
- insurers, legal advisers, or regulatory bodies where required
- third parties where required or authorised by law

We will not sell, rent, or trade your personal information to any third party for their own marketing purposes without your express consent.

4. Marketing Communications

With your consent (given at the time of registration), we may use your contact details to:

- send you information about This is Travel and future events organised by us or our affiliates
- shared relevant products, services, and offers from our partners or sponsors

You may opt out of marketing communications at any time by contacting us at info@thisistravel.com.au or by using the unsubscribe link in any email we send. Opting out will not affect communications necessary for your participation in the event.

5. International Transfers

This is Travel is an international event that attracts Buyers and Exhibitors from around the world. We may transfer your personal information to sponsors, partners, host organisations, or service providers located outside Australia.

Where personal information is disclosed overseas, we take reasonable steps to ensure the recipient handles it in a manner consistent with the Australian Privacy Principles. By providing your personal information, you consent to these international transfers.

6. Security of Personal Information

We take reasonable technical and organisational steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These measures include secure systems, restricted access controls, and data encryption where appropriate.

While we do our best to protect personal information transmitted to us online, no method of internet transmission is completely secure. You acknowledge and accept the risks inherent in online data transmission. We will notify you as required by law in the event of a data breach that is likely to result in serious harm.

7. Access and Correction

Under the **Privacy Act 1988** (Cth), you have the right to:

- request access to the personal information we hold about you
- request that we correct any inaccurate, out-of-date, or incomplete personal information

To make a request, please contact us using the details at the end of this policy. We will respond within a reasonable time and, where access is denied, we will explain the reason in writing. We do not charge a fee for making a request, though we may charge a reasonable fee to cover the cost of providing access in some circumstances.

8. Retention of Personal Information

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, including for legal, accounting, reporting, and future event planning purposes. When personal information is no longer required, we will securely delete or de-identify it in accordance with our data retention practices and applicable law.

9. Withdrawal of Consent

You may withdraw your consent to our use of your personal information at any time by contacting us in writing. Please note that withdrawing consent may affect our ability to provide certain services to you, including your participation in This is Travel. We will process withdrawal requests promptly and in accordance with applicable law.

10. Cookies and Digital Platforms

Our website and the This is Travel App may use cookies and similar tracking technologies to improve your experience, understand how our platforms are used, and facilitate appointment matching. You can

control the use of cookies through your browser or device settings, though disabling cookies may affect the functionality of our platforms.

11. Complaints

If you believe we have not handled your personal information in accordance with this policy or the Australian Privacy Principles, please contact us in writing so we can investigate and respond. We will acknowledge your complaint within 5 business days and aim to resolve it within 30 days.

If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** at

www.oaic.gov.au

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or regulatory obligations. Any updates will be posted on our website at www.thisistravel.com.au, and the effective date at the top of this policy will be revised accordingly. We encourage you to review this policy periodically.

13. Contact Us

For any questions, concerns, or requests relating to this Privacy Policy or the personal information we hold about you, please contact:

This is Travel — Privacy Enquiries

Curated Travel Marketing Pty Ltd

Suite 1001, 4 Young St, Neutral Bay NSW 2089, Australia

info@thisistravel.com.au

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