

Privacy Policy

1. About Us

This Privacy Policy applies to our short-term rental services on the NSW Central Coast. We protect your personal information in accordance with the Australian Privacy Principles (APPs) under the *Privacy Act 1988* (Cth). [\[1\]](#)

2. Information We Collect

We collect personal details necessary to manage your holiday booking, process holiday bonds, and ensure property safety:

- **Contact Details:** Name, email, home address, and phone number.
- **Stay Information:** Arrival/departure dates, guest numbers, and property name.
- **Identity Verification:** Government ID (e.g., driver's license) required to validate direct bookings and bond processing.
- **Financial Data:** Credit card details and bank information used securely for rental payments and security bonds.
- **Visual Data:** Video footage captured by outdoor security cameras at designated properties.
- **Digital Data:** IP addresses, cookies, and analytics tracking from our direct website. [\[1\]](#)

3. How We Collect Data

We collect information through multiple streams depending on how you book:

- **Direct Bookings:** Information you type directly into our website booking engine.
- **Third-Party Platforms:** Data shared with us by Airbnb and HomeAway (Stayz) when you book through their platforms.
- **On-Site Surveillance:** Outdoor security cameras recording public-facing areas of the property.
- **Communications:** Emails, text messages, phone calls, or website contact forms. [\[1, 2\]](#)

4. How We Use Your Information

We use your data strictly to operate our rental business and protect our properties:

- To process, confirm, and manage your accommodation booking.
- To process, hold, and refund security bonds for direct website bookings.
- To coordinate check-in details, key exchanges, or smart lock codes.
- To ensure property security and monitor outdoor areas via security cameras (e.g., enforcing house rules on guest capacity, noise, or tracking property damage).

- To comply with the NSW Fair Trading Short-Term Rental Accommodation (STRA) Code of Conduct. [1, 2, 3]

5. Outdoor Security Cameras

Select properties utilize outdoor security cameras or smart doorbells to protect the premises, neighbors, and guests. [1]

- Cameras are strictly restricted to **outdoor areas only** (e.g., driveways, building entry points, external perimeters). [1, 2]
- No cameras are located inside any rental property or in areas where guests have a reasonable expectation of total privacy (e.g., outdoor shower zones). [1, 2, 3, 4]
- Footage is automatically overwritten periodically unless required to investigate property damage, unauthorized parties, or security breaches.

6. Data Sharing and Third Parties

We do not sell your data. We share information only with trusted partners to facilitate your stay:

- **Channel Managers:** Software that syncs our direct website, Airbnb, and HomeAway calendars.
- **Property Services:** Housekeepers or maintenance teams who need to know occupancy dates.
- **Platform Rules:** Bookings made via Airbnb or HomeAway are also subject to those platforms' respective privacy policies.
- **Legal Authorities:** Central Coast Council, NSW Fair Trading, or law enforcement if legally required. [1]

7. Security and Retention

We implement industry-standard digital protections to keep your data safe. Financial transactions and bond holdings on our direct site use secure, encrypted payment gateways. We retain financial and booking records for up to 7 years to meet Australian tax and legal obligations. Video surveillance footage is deleted within [Insert Number, e.g., 30] days if no incidents occur.

8. Your Rights

You can request access to or correction of the personal information we hold about you at any time.

9. Contact Us

For any privacy enquiries, please contact us at:

- **Email:** nicheholidayrentals@outlook.com
- **Phone:** 0478 045 368