

Privacy Policy

At Tirohanga Nui Lodge, your privacy is of the utmost importance. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you stay with us, use our website, or interact with us in any way. We are committed to complying with the New Zealand Privacy Act 2020 and any applicable international data protection laws.

1. Information We Collect

We may collect the following types of personal information:

Contact details – name, address, phone number, email

Booking details – stay dates, preferences, payment details

Identification documents – passport or driver's license (when required)

Lifestyle preferences – dietary restrictions, activity interests, special requests

Website usage information – IP address, browser type, cookies, and pages visited

Correspondence – any messages or feedback you provide to us

2. How We Use Your Information

We use your personal information to:

Confirm and manage bookings and provide personalized hospitality services

Communicate with you before, during, and after your stay

Enhance your guest experience by accommodating preferences

Process payments securely

Comply with legal and regulatory obligations

Market relevant services or promotions (with your consent)

3. Sharing Your Information

We do not sell your information. We may share your personal data with:

Payment processors and booking platforms

Service providers who help us operate (e.g., IT support, cleaning staff)

Government authorities when legally required (e.g., for health or immigration purposes)

4. International Data Transfers

As a destination attracting international guests, your information may be processed outside New Zealand. We ensure that all overseas processors follow adequate privacy safeguards in line with NZ privacy laws.

5. Security and Retention

We store your information securely and restrict access to authorized personnel only. Personal data is retained only for as long as necessary for its purpose or as required by law.

6. Your Rights

You have the right to:

Access and correct your personal information

Withdraw consent for marketing communications

Request deletion of your personal information (subject to legal requirements) To exercise these rights, contact us at: [Insert email or phone number]

7. Cookies and Website Analytics

Our website may use cookies to improve your browsing experience. You can manage or disable cookies through your browser settings.

8. Contact Us

If you have any questions or concerns about our Privacy Policy or your personal data, please contact:

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