

Privacy Policy



Protecting you and your privacy

Milford Sound Tourism Limited (MSTL) are committed to collecting, using, and protecting your personal information in accordance with New Zealand's Privacy Act (Privacy Act 2020) and any replacement legislation.

We understand that you care about how your personal data is used by us, and we want to share with you the policies and practices we've adopted. This way you can feel confident about how we handle your personal data.

What information we collect and how we do it

We collect your personal information directly from you. When using our website or services you may be asked to provide us with your personal information such as your name or email address. This allows MSTL to communicate and share information with you.

Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.

By using this website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy– external site and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google– external site.

Who we share information with

To protect your privacy MSTL wont sell or give away your name, email address or any other personal information to anyone.

MSTL will not share your information to third parties without your permission.

Transmission of information over email is not secure, and if you submit any information to us over the internet by email you do so entirely at your own risk. We cannot be responsible for any costs, expenses, loss of profits, harm to reputation, damages, liabilities or any other form of loss or damage suffered by you as a result of your decision to transmit information to us by email.

Your rights

Our privacy policy is not intended to create a contract or form part of any contract.

If you contact us about these rights, we may ask for proof of your identity before we act, and may refuse to act if you do not provide this or your identity is not established by you. This is to ensure that your data is protected and kept secure.

You may request us to tell you whether we are processing personal data about you, to tell you what personal data we are processing and for what purposes, and to provide you with a copy of your personal data that we hold. The law does allow us, in certain cases to refuse your request, and we will advise you at the time if this is the case. We will need to verify your identity before disclosing personal information.

Contact and complaints

MSTL are happy to help if you wish to gain access to your personal information or have any questions about our privacy policy or how we hold your personal data. These requests, or any complaints should be directed to:

office@milfordsoundtourism.nz

We will respond to you as soon as possible.

MSTL Company Policies and Procedures		
Policy: Privacy Policy		
Version: 1	Effective Date: 19 th December 2024	Review Date: 19 th December 2026
Policy Owner: Haylee Preston		Policy Owner Signature: