

Website Policy Suite

Fraser Coast Tourism & Events Ltd

1. Privacy Policy

Last updated: July 2026

1. Who we are and what this policy covers

Fraser Coast Tourism & Events Ltd (ABN **77162595959**) is the not-for-profit regional tourism organisation for Queensland's Fraser Coast, taking in Hervey Bay, K'gari, Maryborough, Tiaro and the surrounding region defined by the Local Government Area of the Fraser Coast. This policy explains how we collect, hold, use and disclose personal information.

It applies to all websites we own and operate ("our Sites"): visitfrasercoast.com; events.visitfrasercoast.com (Fraser Coast Events); fcte.com.au; and any campaign microsites or subdomains we operate. It also covers personal information we collect in person or by phone for example at our visitor information centres, at events we deliver, and through our industry programs

2. Our commitment and the law

We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles, and we send marketing messages in accordance with the Spam Act 2003 (Cth).

If you use our Sites from outside Australia, for example from the European Union or the United Kingdom additional rights may apply to you under local law, such as rights to erasure or data portability. You can contact us using the details in section 14 to exercise them.

3. What we collect, and when

We only collect personal information you choose to give us, or that your device provides automatically when you browse. The main situations are:

When	What we collect	Why
You join a mailing list or campaign	Name, email address, postcode, and any interests you select	To send you the news, offers and holiday inspiration you asked for
You enter a competition	Name, contact details, and your entry (which may include photos or video)	To run the promotion, verify and contact winners, and — where you opt in — send marketing
You create a Fraser Coast Events account or submit an event	Name, email, password, and the event details and images you provide	To operate your account, publish and manage listings, and send the alerts you set up
You respond to a talent, media or content request	Name, contact details, the images or footage you supply, and release details	To feature you or your content in destination marketing, with your permission
You join our industry mailing list or programs (fcte.com.au)	Name, business, role, email, phone	To share industry news, workshops, research and cooperative marketing opportunities
You contact us or visit a visitor information centre	Your contact details and the substance of your enquiry	To respond and help you plan
You browse our Sites	Device and usage data such as IP address, browser type and pages viewed, collected via cookies and	Analytics, performance and advertising — see section 4 and our Cookie Policy

When	What we collect	Why
	similar technologies	

4. Information collected automatically

Our Sites use cookies, analytics tools and similar technologies to understand how people use them and to measure and deliver advertising. This information is generally aggregated and does not identify you on its own. Our Cookie Policy explains what we use and how you can control it.

5. How we use your information

- To provide what you asked for newsletters, event alerts, competition entries, responses to enquiries.
- To send you marketing about the Fraser Coast where you have opted in or would reasonably expect it. Every email includes an unsubscribe link.
- To run our competitions, campaigns and events.
- To understand our audiences and improve our Sites, content and campaigns.
- To support tourism and events industry development on the Fraser Coast.
- To meet our legal obligations.

6. Who we share it with

We do not sell personal information. We share it only as needed to run our Sites and programs:

- Service providers who work for us, email marketing, customer database, website hosting and development, analytics, advertising, and survey or competition platforms
- Fraser Coast Regional Council, in connection with the Fraser Coast Events site see section 7.
- Tourism and Events Queensland or other government and industry partners for cooperative campaigns, in aggregated form or with your consent
- Our professional advisers, and anyone we are required by law to share it with.

7. Fraser Coast Events — a site we run with Fraser Coast Regional Council

events.visitfrasercoast.com is operated by FCTE in collaboration with Fraser Coast Regional Council. Council handles personal information under the Information Privacy Act 2009 (Qld); FCTE handles it under this policy. If you have a question about information collected through that site, contact us and we will direct it to the right organisation.

8. Overseas storage and disclosure

Some of the platforms we use store information on servers outside Australia. Where that happens, we take reasonable steps, consistent with Australian Privacy Principle 8, to ensure your information is handled in a way consistent with Australian privacy law.

9. How we keep it secure, and for how long

We take all reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure including secure systems accessible only to authorised staff. No transmission over the internet can be guaranteed fully secure, so you provide

information at your own risk. We keep personal information only as long as we need it for the purposes above, then take reasonable steps to destroy or de-identify it.

10. Your marketing choices

You can unsubscribe from any of our email lists at any time using the link in every email, or by contacting us. We will action requests promptly in line with the Spam Act 2003.

11. Access and correction

You can ask for access to the personal information we hold about you, or ask us to correct it, by emailing. There is no fee to make a request, and we aim to respond within 60 days.

12. Complaints

If you believe we have mishandled your personal information, please contact us first using the details in section 14. We will acknowledge your complaint and aim to respond within 30 days. If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC): oaic.gov.au, 1300 363 992, or GPO Box 5288 Sydney NSW 2001.

13. Changes to this policy

We may update this policy from time to time, particularly as laws and industry codes change. The current version will always be published on our Sites with its “last updated” date.

14. Contact us

Fraser Coast Tourism & Events Ltd 227 Hervey Bay-Maryborough Road, Hervey Bay, 4655.

Phone 1800 811 728

2. Website Terms of Use

1. About these terms

These terms apply to all websites owned and operated by Fraser Coast Tourism & Events Ltd 77162595959 (“FCTE”, “we”, “us”, “our”): visitfrasercoast.com; events.visitfrasercoast.com (Fraser Coast Events); fcte.com.au; and any campaign microsites or subdomains we operate (together, “our Sites”). By using our Sites you agree to these terms. If you do not agree, please do not use the Sites. We may update these terms from time to time; continued use after an update means you accept the revised terms.

2. Our content and intellectual property

The content on our Sites including text, photography, video, graphics, logos and branding is owned by or licensed to FCTE and is protected by copyright and other intellectual property laws. You are welcome to view it, and to share links to it, for personal, non-commercial purposes. You must not reproduce, scrape, republish or commercially use our content without our prior written permission. Content supplied by tourism operators, event organisers and other partners remains their property.

3. Information on our Sites is a guide

We publish destination information, operator listings, event details, deals and prices in good faith to help you plan. Much of this content is supplied by third parties tourism operators, event organisers and industry data feeds and can change without notice. Always confirm details such as prices, opening hours, availability and event dates directly with the relevant operator or organiser before you book or travel. Unless stated otherwise, prices are in Australian dollars and inclusive of GST and are indicative only.

4. Bookings are with operators, not with us

Our Sites link to tourism operators, accommodation providers, ticketing services and booking platforms. Any booking or purchase you make is a contract between you and that provider, on that provider’s terms. FCTE is not a party to the transaction and is not responsible for the products, services or conduct of any operator or platform.

5. Sponsored and cooperative content

Some content on our Sites is published under paid, sponsored or cooperative marketing arrangements with operators and partners. We identify this where practical.

6. Acceptable use

When using our Sites, you must not:

- use them for any unlawful purpose, or in a way that infringes anyone else’s rights;
- interfere with their operation, or introduce viruses or other harmful code;
- scrape, harvest or bulk-extract content or data, including by automated means;
- misrepresent an affiliation with FCTE or
- upload or submit material that is misleading, infringing, offensive or defamatory.

7. Accounts on Fraser Coast Events

If you create an account on events.visitfrasercoast.com, you must provide accurate information and keep your login details secure. You are responsible for activity under your account. We may suspend or remove accounts or listings that breach these terms or our Event Quality Guidelines.

8. Content you submit to us

This section applies to content you provide to us including event listings, competition entries, reviews, and photos or video you supply or give us permission to reshare from social media.

- You confirm you own the content or have the right to provide it, including the permission of any people who appear in it.
- You grant FCTE a non-exclusive, royalty-free, worldwide licence to use, reproduce, adapt and publish the content for destination and event marketing across our Sites, channels and campaigns.
- You consent to acts or omissions that might otherwise infringe your moral rights for example cropping, editing or publishing without attribution where reasonably required for that marketing use.
- You must not submit content that is unlawful, misleading, infringing, offensive, or spam — including promotional-only listings and ticket scalping. For event submissions, our Event Quality Guidelines form part of these terms.
- We may decline, edit or remove submitted content at our discretion, and we are not obliged to publish anything submitted.

9. Links to other websites

Our Sites link to third-party websites for your convenience. A link is not an endorsement, and those sites have their own terms and privacy practices which we do not control and are not responsible for.

10. Liability

Nothing in these terms excludes, restricts or modifies any consumer guarantee, right or remedy you have under the Australian Consumer Law that cannot lawfully be excluded. Otherwise, to the maximum extent permitted by law: our Sites are provided “as is”; we do not warrant that they will be uninterrupted, error-free or that content is complete, accurate or current; and we exclude liability for any loss or damage arising from your use of, reliance on, or inability to use our Sites or their content. Where our liability cannot be excluded but can be limited, it is limited, at our option, to resupplying the relevant services or paying the cost of having them resupplied.

11. Indemnity

You indemnify FCTE against loss or damage arising from your breach of these terms or from content you submit, except to the extent we caused the loss.

12. Privacy

Our Privacy Policy and Cookie Policy explain how we handle personal information and cookies, and form part of these terms.

13. Competitions and promotions

Competitions and trade promotions we run have their own terms and conditions, published with each promotion. If those terms conflict with these, the promotion terms prevail for that promotion.

14. General

These terms are governed by the laws of Queensland, Australia, and you submit to the non-exclusive jurisdiction of the courts of Queensland. If any part of these terms is found invalid, the rest continue to apply. A failure by us to enforce a term is not a waiver of it.

15. Contact

Questions about these terms: marketing@fcte.com.au · Fraser Coast & Tourism Events Ltd – 227 Maryborough-Hervey Bay Road, Hervey Bay, Queensland.

3. Website Disclaimer

Last updated: [date on publication]

The information on our Sites is provided by Fraser Coast Tourism & Events Ltd (“FCTE”) in good faith as a general guide to help you plan your visit. It is not professional advice.

Much of the content including operator listings, event details, deals and prices is supplied by third parties such as tourism operators, event organisers and industry data feeds. While we take care in publishing it, we do not guarantee it is accurate, complete or current, and it may change without notice. Always confirm prices, opening hours, availability, event dates and booking conditions directly with the relevant operator or organiser before you travel or book. Unless stated otherwise, prices are in Australian dollars, inclusive of GST, and subject to change.

The Fraser Coast is a natural destination, and conditions change. Access, weather, tides and track conditions in national parks, on K’gari and on the water can vary at short notice, and permits are required for some activities, including driving and camping on K’gari. Check current park alerts and conditions with the Queensland Parks and Wildlife Service and follow the safety advice of licensed operators.

Our Sites link to external websites for convenience. We are not responsible for their content, and a link is not an endorsement.

Nothing in this disclaimer excludes any consumer guarantee or right under the Australian Consumer Law that cannot lawfully be excluded. Otherwise, to the maximum extent permitted by law, FCT&E accepts no liability for any loss or damage arising from reliance on information on our Sites.

Content on our Sites is owned by or licensed to FCTE and its content partners. Contact us at marketing@fcte.com.au if you would like to reuse any of it.

4. Cookie Policy

Last updated: *[date on publication]*

1. What cookies are

Cookies are small text files placed on your device when you visit a website. We also use similar technologies such as pixels, tags and local storage. In this policy we call them all “cookies”.

2. Why we use them

We use cookies to make our Sites work, understand how people use them, remember your preferences, and measure and deliver advertising about the Fraser Coast.

3. The types of cookies we use

[Web team: audit the Google Tag Manager container on each site and complete this section with the actual cookie names, providers and durations before publication.]

- Strictly necessary — required for the Sites to function, such as security and load-balancing cookies. These cannot be switched off through our Sites.
- Performance and analytics — help us understand how visitors use the Sites so we can improve them. We use Google Analytics, deployed via Google Tag Manager **[confirm]**.
- Functionality — remember your choices and enable features such as embedded maps, video players and event alerts **[confirm, e.g. Google Maps, YouTube]**.
- Advertising — used by us and our advertising partners to show you relevant Fraser Coast advertising and measure campaign performance **[confirm, e.g. Meta Pixel, Google Ads remarketing]**.

4. Third-party cookies

Some cookies are set by third parties whose content or tools appear on our Sites — for example embedded videos, maps, social media plugins and booking widgets. Those parties handle information under their own privacy and cookie policies.

5. Your choices

You can control cookies in several ways:

- Browser settings — most browsers let you block or delete cookies. Blocking some cookies may affect how our Sites work.
- Analytics — you can install Google’s Analytics opt-out browser add-on.
- Advertising — you can manage ad personalisation in your Google and Meta account settings, and through industry opt-out tools.
- Consent — where the law requires it (for example for visitors from the EU or UK), we seek consent for non-essential cookies **[confirm consent banner approach with web team]**.

6. Changes and contact

We may update this policy as our tools change; the current version will always be published with its “last updated” date. Questions: **[contact email]**. Our Privacy Policy explains how we handle personal information more broadly.