

Guest Data FAQs

Luther Heights utilises Venuelife Booking Software.

1. Security FAQ's related to this software.

Data Protection & Privacy

- Where will the Guest's data be physically stored?
Venuelife uses Amazon Web Services (AWS) Sydney data centres.
- Do you adhere to GDPR, CCPA, or other data protection regulations?
Venuelife currently operates in Australia and New Zealand and our privacy policy is aligned with the Australian Privacy Act 1988 (which has similar definitions and requirements as GDPR).
- How do you manage data access and ensure that only authorized personnel have access?
Venuelife has a range of security policies in place regarding access to our AWS infrastructure as well as customer accounts and their data, include role based authentication, multi-factor authentication and various encryption tools.

Compliance and Audits

- Do you undergo third-party security audits or penetration testing? If so, how often?
Venuelife has previously undergone security penetration testing as well as multiple reviews of our AWS infrastructure setup including security (the most recent AWS review being completed in December 2023). We are currently performing an upgrade to our authentication systems and plan to have another audit once these changes are in place.
- Are you compliant with any industry standards or frameworks?
Venuelife uses AWS cloud infrastructure and the services we use meet many of the globally recognised compliance requirement frameworks and certifications. We've had multiple AWS Well Architected Framework Reviews to ensure our set up is in line with their recommended best practices.

Infrastructure and Network Security

- How do you protect against attacks? Do you use a firewall and/or intrusion detection/prevention systems and/or anti-virus software?
Venuelife's cloud infrastructure are protected by various firewalls, intrusion prevention and security systems.
- What are your practices around patch management and ensuring software is up to date?
Our servers are set up with both automated and manual patching procedures, and we have both weekly and monthly schedules in place for this.

Software is regularly maintained with critical updates being rolled out as soon as possible and frequent feature upgrades including other bug fixes.

Access Control

- How do you manage employee access to internal systems and customer data?
The Venuelife software also provides venues with necessary controls to manage various levels of staff access.

Luther Heights limit staff access to student/guest data dependant upon level in the organisation and necessity to carry out the staff member's role.

2. General FAQ's

Personal Data collection and storage

- How long do you keep personal information in the portal?
We do not delete personal information in the portal. It is a requirement to keep this information in the context of child safety. If the Guest does not want us to store digital information in the portal, we would retain a physical copy of guest records for a minimum of 7 years.
- Why do we ask for Gender, Birthdate and Medical Details?
 - *We ask for gender simply to support the access of sanitary bins in toilets and help Guests set up bed allocations.*
 - *We ask for date of birth to prepare a cake for guests if their birthday occurs during camp.*
 - *We use medical details to ascertain the level of capacity and equipment needed for guests to be included/participate in adventure-based activities safely.*

Schools can choose not to share gender, date of birth and medical details.

Waivers, Terms and Conditions.

- **Does Luther Heights have any waivers to sign?**

No. Luther Heights Youth Camp has a Terms & Conditions document sent with the booking form that is a formal camp agreement. When accepting a booking online, the Terms & Conditions are formally agreed to.

If the guest chooses to book Coolum Surf School as an activity, Coolum Surf School has a waiver to sign.

- **Do Luther Heights Staff have Blue Cards?**

Yes, all Luther Heights Staff have Blue Cards. We do not share our Staff's personal data with external organisations. We also require staff to complete the mandatory Lutheran Church of Australia, child safety course 'Safe Church'.