

## **PRIVACY POLICY**

Kealba Hotel adheres to the Privacy Act 1988 relating to the privacy of your personal information.

### **SECURITY OF PERSONAL INFORMATION**

Your personal information may be collected by Kealba Hotel when you:

- provide feedback online
- submit an enquiry
- submit a membership application
- subscribe to a newsletter
- make an event booking and/or payment

Information Kealba Hotel may collect includes:

- name
- address
- date of birth
- email and phone number

Kealba Hotel may collect your personal information for the following reasons:

- provision of member services and advice;
- event registrations and promotion;
- compliance with legal obligations;
- direct marketing – member bulletins, promotion of special offers from Kealba Hotel;
- establish your identity to assess applications for certain products, services, programs or special offers and to prevent and address fraud;
- administer our products and services;
- maintain and update our records;
- manage our relationship with you;
- responding to feedback, queries or complaints;
- develop and improve our existing products, services, programs and special offers;
- develop and create new products, services, programs and special offers;
- improve customer service;
- contact you if we need to communicate something important to you (this may occur on a variety of mediums such as email, SMS, social media and web pages you may visit);
- identify and let you know about our products, services, programs or special offers we think might interest you and;
- comply with legal and administrative requirements or requests.

### **DISCLOSURE OF MEMBER INFORMATION**

Kealba Hotel takes reasonable precautions to protect your personal information, including utilising available information technology security (firewall and password protected member information). Your personal information is collected for internal member administrative purposes including, but not limited to, account payment, event registration, compliance with legal obligations, advice of member special offers and discounts and membership attraction and retention activities.

Your personal information will not be sold or distributed to third parties for the purposes of direct marketing or statistical analysis.

**MEMBER FEEDBACK OR ENQUIRY**

Any member feedback or enquiry submitted online will only be used by the appropriate Kealba Hotel staff member and/or applicable Kealba Hotel contractor to review your comments and answer any questions posed. Any personal details will not be disclosed to other Kealba Hotel staff and/or third parties.

**MEMBER ELECTRONIC COMMUNICATION**

All Kealba Hotel member information sent to members via e-mail i.e. bulletins, newsletters and general member updates are sent to the recipient(s) nominated by the hotelier on the hotel “Membership Application Form” or “Member Details Update”.

Any changes made to the nominated recipient(s) need to be communicated to the Kealba Hotel at [info@kealbahotel.com.au](mailto:info@kealbahotel.com.au).