

HEATHCOTE HOTEL

This Collection Notice sets out how Heathcote Hotel uses, collects and discloses personal information about you. It is provided to you as part of complying with our obligations under the Privacy Act 1988 (Cth) (**Act**) and the 13 Australian Privacy Principles (**APPs**) set out under that Act.

This Collection Notice applies to personal information collected by the Venue.

The Venue may change this Collection Notice from time to time as part of our commitment to ensuring that the Venue complies with all of our obligations under the APPs.

Legal requirements to collect information

The Venue is, from time to time, required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to, its customers, contractors, suppliers, the Miranda & Sutherland Liquor Accord and employees) in the performance of its business activities.

Further information regarding these obligations can be obtained by contacting our Privacy Officer (see details below).

How your personal information is collected

The Venue must collect personal information only by lawful and fair means. The Venue will collect personal information directly from you if it is reasonable or practicable to do so.

The Venue may collect personal information in a number of ways, including without limitation:

- through application forms;
- by email or other written mechanisms;
- over a telephone call;
- in person (including through ID scanners);
- through transactions;
- through our website;
- through surveillance (CCTV) cameras;
- by technology that is used to support communications between us;
- through publically available information sources (which may include telephone directories, the internet and social media sites);
- direct marketing database providers;

Purposes for which information collected

The Venue will collect personal information if it is reasonably necessary for one or more of its functions or activities.

The main purposes, for which the Venue may collect, hold, use and/or disclose personal information may include but are not limited to:

- complying with relevant licensing legislation in ensuring responsible service of alcohol;
- ensuring safety and wellbeing of patrons by providing a safe environment within the hotel generally;
- recruitment functions;
- customer service management;
- training and events;
- surveys and general research; and
- business relationship management.

The Venue may also collect, hold, use and/or disclose personal information if you consent or if required or authorised under law.

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Direct marketing

The Venue may use or disclose personal information (other than sensitive information) about you for the purpose of direct marketing (for example, advising you of new goods and/or services being offered by the Venue).

The Venue may use or disclose sensitive information about you for the purpose of direct marketing if you have consented to the use or disclosure of the information for that purpose.

You can opt out of receiving direct marketing communications from the Venue by contacting the Privacy Officer in writing or if permissible accessing the Venue's website and unsubscribing appropriately.

Disclosure of personal information

The Venue may disclose your personal information for any of the purposes for which it is was collected, as indicated above, or where it is under a legal duty to do so. For the avoidance of doubt, this includes disclosing your personal information to the Miranda Liquor Accord for the purposes of complying with its multi-venue barring policy.

Before the Venue discloses personal information about you to a third party, the Venue will take steps as are reasonable in the circumstances to ensure that the third party does not breach the APPs in relation to the information.

Our Privacy Policy, access to personal information and complaints

The Venue maintains a privacy policy in compliance with its obligations under APP One. Our Privacy Policy may be viewed at www.heathcotehotel.com.au or a copy may be obtained by contacting our Privacy Officer.

Our Privacy Policy contains information about how an individual may access personal information about that individual and seek correction of such information.

Should you have any questions, please contact our Privacy Officer, Adam Williams, on:

- (a) Telephone number: 02 9520 0481
- (b) Email address: adam@heathcotehotel.com.au
- (c) Postal address: 1 Veno Street Heathcote NSW 2233