

THE LAKES HOTEL

2023 PRIVACY POLICY

Introduction

1.1 The Lakes Hotel, The Entrance ("the Venue") is committed to protecting the privacy and personal information of individuals, including customers, contractors, suppliers, and employees, in accordance with the Privacy Act 1988 (Cth) ("the Act") and the Australian Privacy Principles ("APP").

1.2 This Privacy Policy outlines how the Venue collects, holds, uses, and discloses personal information in the course of its business activities.

What is personal information?

2.1 Personal information refers to information or an opinion (including information or an opinion forming part of a database), whether recorded in a material form or not, that identifies or is reasonably identifiable as relating to an individual.

Employee records

3.1 This Privacy Policy does not apply to the collection, holding, use, or disclosure of personal information that constitutes an employee record.

3.2 An employee record refers to personal information relating to the employment of an individual, including but not limited to employment history, training, performance, and terms and conditions of employment.

Kinds of information that the Venue collects and holds;

4.1 The Venue collects and holds personal information that is reasonably necessary for its functions and activities.

4.2 The type of information collected and held may vary depending on the nature of the individual's relationship with the Venue. Examples include:

- (a) Customer: If you are a customer of the Venue, we may collect and hold information such as your name, address, email address, purchase history, contact number, and age.

- (b) Supplier: If you are a supplier to the Venue, we may collect and hold information such as your name, address, email address, contact telephone number, and business records.
- (c) Employee: If you are an employee of the Venue, we may collect and hold information necessary for employment purposes, such as your name, address, email address, contact telephone number, employment history, references, resume, medical history, emergency contact, taxation details, qualifications, and payment details.

4.3 Sensitive information: The Venue will only collect sensitive information with your consent, and when reasonably necessary for its functions or activities. Sensitive information includes, but is not limited to, information or an opinion about racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, membership of a trade union, sexual preferences, criminal record, health information, or genetic information.

How the Venue collects and holds personal information

5.1 The Venue collects personal information through lawful and fair means, and where reasonable and practicable, directly from the individual.

5.2 The Venue may collect personal information through various channels, including but not limited to:

(a) Application forms; (b) Email or other written mechanisms; (c) Telephone calls; (d) In-person interactions; (e) Transactions; (f) Website interactions; (g) Surveillance cameras; (h) Technology supporting communications; (i) Publicly available information sources; (j) Direct marketing database providers; (h) till and digital purchase technology

5.3 When collecting personal information from publicly available sources, the Venue manages such information in compliance with the APPs.

5.4 At or before the time of collecting personal information, the Venue will take reasonable steps to notify you or ensure you are made aware of the following: (a) The Venue's identity and contact details; (b) Whether the personal information is collected from a third party and if you are unaware of its collection; (c) If collection of personal information is required by Australian law; (d) The purpose for collecting the personal information; (e) Consequences if the Venue does not collect some or all of the personal information; (f) Any third parties with whom the

Venue may disclose the personal information; (g) The Venue's privacy policy, including access, correction, and complaint procedures; (h) Whether the Venue is likely to disclose personal information to overseas recipients and the countries where they are likely to be located.

5.5 Unsolicited personal information refers to information received by the Venue without solicitation. Unless the Venue determines that it could have lawfully collected such information under the APPs or the information is contained within a Commonwealth record, the Venue will destroy the information to ensure it is de-identified.

Purposes for collecting, holding, using, and disclosing personal information

6.1 The Venue collects, holds, uses, and discloses personal information if reasonably necessary for its functions or activities.

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

(a) Customer service management; (b) Supplier relationship management; (c) Employment functions; (d) Event management; (e) Marketing and promotional activities; (f) Compliance with legal obligations.

6.3 The Venue may also collect, hold, use, and disclose personal information with your consent or as required or authorized by law.

6.4 Direct marketing:

(a) The Venue may use or disclose personal information (excluding sensitive information) for direct marketing purposes, such as informing you about new services or promotions. (b) The Venue may use or disclose sensitive information for direct marketing if you have provided consent. (c) You can opt out of receiving direct marketing communications by contacting the Venue's Privacy Officer or unsubscribing through appropriate channels.

Photography and Marketing

7.1 The Venue may engage in photography and videography during events or activities for marketing and promotional purposes.

7.2 By attending or participating in an event at the Venue, you acknowledge and consent to the Venue taking photographs or videos that may include your image or likeness.

7.3 The Venue may use these photographs or videos in various marketing materials, including but not limited to brochures, websites, social media platforms, advertisements, and promotional materials.

7.4 The purpose of using these photographs or videos is to showcase the Venue's services, events, and experiences to the public.

7.5 If you do not wish to have your image or likeness used for marketing purposes, please inform the Venue's staff or event organizers in writing before or during the event.

7.6 The Venue will make reasonable efforts to respect your request; however, it cannot guarantee that all photographs or videos containing your image or likeness will be removed from existing marketing materials.

7.7 If you come across any photographs or videos of yourself on the Venue's marketing materials and wish to have them removed, please contact the Venue's Privacy Officer using the contact details provided in Section 13.

7.8 The Venue will handle such requests in accordance with applicable laws and regulations.

Disclosure of personal information

8.1 The Venue may disclose personal information for the purposes for which it was collected, as outlined in section 6 of this Privacy Policy, or when legally obligated to do so.

8.2 Disclosure may occur internally within the Venue or to third parties, such as contracted service providers.

8.3 Before disclosing personal information to a third party, the Venue will take reasonable steps to ensure the third party complies with the APPs.

Access to personal information

9.1 If the Venue holds personal information about you, you may request access to that information by submitting a written request to the Privacy Officer. The

Venue will respond to your request within a reasonable period, and a fee may apply for access.

9.2 The Venue may refuse access in certain circumstances, and if so, will provide written notice of the reasons for refusal and available complaint mechanisms.

Correction of personal information

10.1 The Venue takes reasonable steps to ensure the accuracy, completeness, and currency of the personal information it holds.

10.2 If the Venue holds personal information that is inaccurate, out-of-date, incomplete, irrelevant, or misleading, it will take reasonable steps to correct the information upon receiving a written request from you.

10.3 In certain circumstances, the Venue may refuse to correct personal information, and written notice will be provided along with available complaint mechanisms.

10.4 If the Venue corrects personal information previously disclosed to a third party and you request notification of the correction, the Venue will take reasonable steps to notify the third party unless it is impracticable or unlawful to do so.

Integrity and security of personal information

11.1 The Venue takes reasonable steps to ensure that personal information it collects, holds, uses, or discloses is accurate, up-to-date, and complete, considering the purpose of its use or disclosure.

11.2 The Venue takes reasonable measures to protect personal information from misuse, interference, loss, unauthorized access, modification, or disclosure.

11.3 When personal information is no longer needed for the purpose it was collected, and there is no legal obligation to retain it, the Venue will take reasonable steps to either destroy or de-identify the information.

Anonymity and Pseudonymity

12.1 Individuals have the option to deal with the Venue anonymously or by using a pseudonym in relation to a particular matter, unless:

(a) The Venue is required by Australian law or a court/tribunal order to deal with identified individuals; (b) It is impracticable for the Venue to deal with individuals who have not identified themselves or used a pseudonym.

12.2 Not providing personal information when requested may result in the Venue being unable to respond to your request or provide the requested goods or services.

Complaints

13.1 If you believe the Venue has breached the APPs in handling your personal information, you have the right to lodge a complaint.

13.2 To make a complaint, contact the Venue's Privacy Officer in writing. The complaint will be handled according to the Venue's complaints procedure, and a response will be provided within a reasonable period.

13.3 If you are unsatisfied with the Venue's response, you may escalate the complaint to the Office of the Australian Information Commissioner.

Contact Details of the Privacy Officer

14.1 The Privacy Officer of The Lakes Hotel, The Entrance can be contacted using the following details:

(a) Phone: (02) 4332 2166

(b) Email: info@thelakeshotel.com.au

(c) Postal Address: 201 The Entrance Rd, The Entrance NSW 2261