

THE HOTEL ILLAWARRA

PRIVACY POLICY

This Privacy Policy sets out the manner in which (Illawarra Hotel Company Pty Ltd trading as) The Hotel Illawarra collects, uses and handles personal information in accordance with the National Privacy Principles contained in the *Privacy Act 1988 (Cth)*.

Collection of personal information

The Hotel Illawarra collects information from patrons, suppliers and employees from various sources including, but not limited to, the following:

- information that you provide when you fill in a form,
- information that you provide when you enter a competition,
- information obtained when you present your personal identification for scanning upon entry to The Hotel Illawarra..

This information may include your name, e-mail and mailing addresses, contact numbers, license number and date of birth.

Use of personal information

The Hotel Illawarra uses your personal information for the purpose for which it has been collected, which may include the following:

- to identify patrons of the Hotel Illawarra , or
- to comply with legal obligations, or
- to accept your application to participate in promotions or competitions run by the Hotel Illawarra , or
- to assess your application for employment, or
- to provide you with details relating to the products and services offered by the Hotel Illawarra , in circumstances where you have expressed an interest in receiving such information.

Disclosure of information

We will only disclose your personal information to a third party where we are required or authorised to do so by law.

We do not sell trade or rent your personal information to third parties.

Accuracy and security of personal information

We take all reasonable steps to ensure the security of the personal information you have provided to us by locking hard copies of such information in a password protected area and securely storing electronic information. We destroy personal information where its storage is no longer necessary.

We take all reasonable steps to ensure that the personal information we hold is accurate and up to date.

Access to your personal information

If you wish to make a request for access to, or correction of, personal information that we hold about you, or would like further details about how we manage your personal information, please contact our Marketing Manager using the following contact details:

Name of business Privacy Contact: Ms Penny Bell,
Address; 160 – 164 Keira Street Wollongong 22500

Changes to this Privacy Policy

We reserve the right to amend this Privacy Policy from time to time in accordance with legislative changes and business requirements. Any changes to this Privacy Policy will be updated (on our website).

SAFETY POLICY

The safety policy sets out the manner in which the Hotel Illawarra seeks to provide a safe, fun and hassle free venue for all its patrons.

ID Scanners

As part of our condition of entry the Hotel Illawarra has installed digital ID scanners. Patrons drivers licenses are scanned upon entry. The information collected will only be used for the purpose of providing a safer venue and assist with police enquiries.

Drug Detection K9 Services

The HOTEL ILLAWARRA strives to provide a fun, safe & high quality entertainment venue.

As such, we are taking a proactive approach to keeping our patrons safe from the harm of illicit drug use. Drug detection K9 services have been implemented on a random basis to patrol entry points and inside the hotel area.

Designated Driver Program

As part of supporting the Responsible Service of Alcohol, Hotel Illawarra provides a designated driver program to its patrons. Any patron who is the designated driver for the evening can ask at the bar or door for a blue wristband, which will provide them with complimentary juice and soft drink for the evening.

HOTEL ILLAWARRA MEMBERSHIP TERMS & CONDITIONS

The following details of the Terms & conditions and website on-line registration is subject to change at any time and without notice. HOTEL ILLAWARRA will advise members of the changes through the membership website.

General Terms & Conditions

The HOTEL ILLAWARRA membership cards are available to anyone over the age of 18 and subject to the accurate completion of the mandatory fields relevant to each member category. Student Club card applicants must provide proof of enrolment together with proof of age when collecting their card.

The subscription of cards may be limited by quantity and sub group of membership at the sole discretion of HOTEL ILLAWARRA.

Registration

Applicants must provide true and accurate personal information when registering and completing the required information fields, advise the HOTEL ILLAWARRA in the event that their personal details change by updating their member details on the website. In the event that HOTEL ILLAWARRA believes that any of the information provided by you is untrue or inaccurate, the HOTEL ILLAWARRA may reject your application and or cancel your membership without notice to you.

HOTEL ILLAWARRA will take reasonable steps to ensure that applicants are properly recorded and stored but will accept no liability if personal information is incorrectly recorded or lost.

Special Promotion

Special promotions will be conducted throughout the year and only club members of a particular Club type promotion will be eligible to participate. Further details about the promotion will be available upon request at HOTEL ILLAWARRA. Employees and their immediate families, the promoter and its associated agencies and companies are ineligible to enter in any club membership promotions.

Notice & disclaimer

Members must abide by any and all of the Terms & conditions as posted on the HOTEL ILLAWARRA website. The use of the members' website is made at your own risk. HOTEL ILLAWARRA will endeavour to make sure that all information on the website is accurate and up to date. However the HOTEL ILLAWARRA will not be held liable to you or any third party if errors occur in the information on our website.

HOTEL ILLAWARRA will not be held liable for any damages associated with or as a result of you accessing our website. HOTEL ILLAWARRA will not be held liable for any damage or loss incurred to your computer system or network as a result of you accessing our membership website. You are not permitted to access personal information from our website nor are you permitted to use the addresses of sponsors and advertisers from our website.

Card use

Your membership card is non transferable and is intended to be used only by the person whose details match the member subscription number or personal details contained on the card. HOTEL ILLAWARRA reserves the right to request proof of identification to verify that you are the rightful owner of the card.

Your card entitles you to special discounts and prize entitlements at various times during your membership period set by HOTEL ILLAWARRA. Prizes or any unused portion of a prize are not transferable or exchangeable and cannot be taken as cash, unless otherwise specified.

Expiration date/Renewals

All membership cards are valid for 12 months from date of issue. Membership renewals will be based on minimum card activity and visitation frequency. Managers who have minimum card activity may be removed from the system at manager's discretion. In the event that you unsubscribe from the membership program your membership will be cancelled and all entitlements, benefits and privileges will be cancelled and forfeited at this time. Further details can be obtained from HOTEL ILLAWARRA.

Website and Privacy

By using our website membership you agree to accept the terms and conditions associated with it and any notices and rules associated with the relevant membership, promotion or sponsor related activity.

The web site is for personal use only. You are not permitted to modify, reproduce, distribute, alter or manipulate in any way the content that resides on the site.

Links to sponsor sites or third parties are provided for user convenience and HOTEL ILLAWARRA has no control over the accuracy and or performance of the products and services contained within these sites.

By using our website, you warrant that you will not undertake any activity that is unlawful or prohibited by the terms and conditions.

Web based forums & Text Messaging

You agree not to use any membership forum or web based community file to post content that is unlawful, offensive, defamatory, vulgar, obscene, harassing, racially or ethnically objectionable.

HOTEL ILLAWARRA collects information relating to your membership application only and does not divulge your personal information to third parties. HOTEL ILLAWARRA may from time to time use information collected to provide better service to its members however the collection of this data is not associated to individuals. Specific information about your membership is reflected in the application fields associated with your membership.

To Unsubscribe

To unsubscribe from any marketing or promotional material sent to you via email, selecting unsubscribe at the end of the email.

Unsubscribing to text messages is available by directly contacting the HI, email or reply to opt out to a nominated mobile number upon receiving the text message.

Hotel Illawarra is not responsible for any inaccuracies as a result of data entry errors or as a result of an application made to join its membership database. HI endeavours to accurately record all applications made in good faith. HI will remove or adjust any incorrectly recorded information as soon as it becomes aware.

General information

These terms constitute the entire agreement between you and HOTEL ILLAWARRA. Additional terms and conditions may be added from time to time and the HOTEL ILLAWARRA will endeavour to notify you of these changes as soon as practicable. These terms and conditions are governed by the laws of the State of New South Wales. HOTEL ILLAWARRA encourages individuals to drink responsibly and in accordance with RSA.