



**MULLALOO**

BEACH HOTEL

## Privacy policy

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Mullaloo Beach Hotel

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# Introduction & Purpose

Mullaloo Beach Hotel (**we, our, us, the Company**) acknowledges the significance of safeguarding your privacy and personal information. Our Company operates within the bounds of the Australian Privacy Principles (**APPs**) in the [Privacy Act 1988](#) (Cth) (the **Privacy Act**). This Act regulates how organisations collect, use, disclose and store personal information, including sensitive information. The Act also stipulates how individuals may gain access to and/or correct records of their personal information. We recognize your rights to privacy under the Privacy Act and we comply with all the Privacy Act's conditions in respect of the collection and administration of your personal information.

This policy also covers the following sections of our business, which all operate under the entity of Mullaloo Beach Hotel:

1. Mullaloo Beach Hotel – Suites / Accommodation
2. Mullaloo Beach Hotel – Restaurant & Bar;
3. Oceanside Fish & Chips;
4. Rennet Pty Ltd T/A Mullaloo Beach Hotel

Therefore, the Company refers to all entities listed here.

## Collection of Personal Information

The collection of personal information by the Company is done so in a manner that is necessary to conduct its business activities. The Company will only use and disclose your personal information in accordance with the Privacy Act and for the purpose with which it was collected.

The term 'personal information' is used with the same meaning as stipulated in the Privacy Act. For general purpose any information

The type of personal information we may collect includes, but is not limited to:

- name;
- mailing and/or street address;
- email address;
- telephone contact number;
- facsimile number;
- age and/or birth date;
- financial or credit information
- 'sensitive information' as per the Privacy Act (ie. Health information)
- photographic images and/or pictorial representations;
- information about the products and services you purchase, together with any additional information necessary to conduct a business transaction with you.
- Cookies and clickstream data
- information you provide to us through our company systems, customer feedback forms, surveys or dealings with staff through any medium.

## How we collect your personal information

Personal information is collected directly or indirectly from you. The ways in which we collect personal information may include, but is not limited to:

- Use of our website and web-based or mobile-based platforms;
- Phone or in-person communication;
- through written communication with you in all mediums including email, text, website chat functions and paper.
- when you complete an application or forms either electronically or hard copy.
- We may receive personal information via a third party. In this circumstance all information will be protected in line with this policy.

## Use of your personal information

We use your personal information in order to perform our business activities and to provide the best possible quality of service and products to employees and customers. We aim to continually improve our products and services and use of your personal information may assist us in this aim.

## Disclosure of your personal information

Personal information may be disclosed to, but not limited to, the following:

- our employees, contractors or service providers for the purposes of operation of our establishment, including face to face customer service, website or our functions, fulfilling requests by you for products or services.
- Third parties, such as suppliers, with whom the Company has relationships, for business and employment related purposes.
- any organisation for any purpose with which you request and consent to.

We may disclose personal information to third parties who are located overseas for the purpose of business or employment. We take reasonable steps to ensure that personal information is handled in accordance with the Privacy Act. However, it may be subject to region-specific legislation.

Your personal information will be handled as described in this privacy policy unless:

- you consent to an alternative method of handling.
- the disclosure is required under an Australian law or court/tribunal order; or
- is otherwise permitted under the Privacy Act.

## Security

The Company is committed to handling you provide us in a secure manner. We have enable physical, electronic and managerial procedure to safeguard your personal information against unauthorised access, unauthorised disclosure, loss, misuse or interference.

We take reasonable steps to ensure your personal information is protected. However, transmission and exchange of information is carried out at your own risk. We are unable to provide a guarantee that the security of any information that you transmit to us or receive from us is free from the risk of disclosure that is inconsistent with this Privacy Policy.

Personal information may be held in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed or required by law.

## Website

When you use our website ([www.mullalooeachotel.com.au](http://www.mullalooeachotel.com.au)) the types of information that may be collected include browser type and use information and operating system information etc. The information is aggregated for use to inform us how our site is used for the purpose of improving services.

We may also use small files that can identify users called Cookies. These are not malicious programs, and your browser usually accepts cookies. You may disable cookies, but this will prevent full use of our website features. Our website also contains links to third party websites that are not owned by the Company. This means we have no control over privacy practices implemented by the third party. If you use a link to a third party through our website, our Company does not endorse or sponsor these websites and encourage users to read the privacy policy for any third party website that collects personal information.

## Employees, staff and contractors

We collect and handle information for employment purposes for staff and contractors, and to lawfully manage the employment cycle of all staff and contractors.

Personal information we may collect and hold includes:

- Personal details including contractual arrangements.
- Referee and emergency contact details;
- Job applications including resume, cv, application forms or similar documents;
- Employment contracts, and other records relating to employment and contractor engagement;
- Salary, pay and leave records;
- Superannuation, taxation and banking details
- Medical certificates and health related information;
- Information related to training, conduct and performance in our Company

We will collect personal information directly from employees, contractors and applicants. We may also collect information from other persons, such as managers, employment service providers, and previous employers.

To manage perceived or actual health and safety risks, in accordance with Government directives through public health orders, we may collect and use your health and other personal information to manage potential, suspected or confirmed cases of COVID-19 or similar conditions.

Your health and other personal information may be disclosed to employees of the Company on a need-to-know basis. We may also be legally required, to disclose your health and other personal information to government organisations, or third parties, including health authorities, for health and safety purposes.

# Access to personal information

## How you can access and correct your personal information

You may apply for access to any personal information we hold about, in accordance with the provisions of the Privacy Act 1988 (Cth). Please note that under the Privacy Act, access may be denied in particular circumstances where the Company is required or authorised to do so under the *Freedom of Information Act 1982* (Cth), or another Commonwealth Act that provides for access to documents or information. We reserve the right to refuse access in these circumstances.

If you believe that personal information, we hold about you is inaccurate, then you may request to have it modified by contacting [hr@mullalooeachotel.com.au](mailto:hr@mullalooeachotel.com.au). We will consider whether the information requires modification and will take reasonable steps to update your information where appropriate. In circumstances where it is not appropriate to allow access to or for us to amend your personal information, we will give you written notice of the reasons for our decision within 30 days of your request.

## Complaints about privacy

If you have any complaints in relation to our privacy practices, they will be treated with trust and respect. Please send details of your complaint to 10 Oceanside Promenade, Mullaloo, Western Australia, 6027.

## Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on November, 2021