



# PRIVACY POLICY

## Introduction

The Royal Mail Hotel (RMH) respects the privacy of your personal information and is committed to ensuring its proper collection, storage, use and disclosure. Under no circumstances will sell or make available information to marketing agencies or similar parties who are not involved with RMH. This privacy statement sets out the manner in which RMH will deal with information submitted to it through this web site by members of the public. While collecting and handling your personal information we abide by the National Privacy Principles ("NPPs") established under the Privacy Amendment (Private Sector) Act 2001. Information about the NPPs and your privacy rights can be found at the Privacy Commissioner's website at <http://www.privacy.gov.au>

## General

When you visit this web site, a record of your visit is kept for statistical and research purposes. Similar records may be kept when you use any interactive features found in this web site.

## Collection of personal information

### **The type of personal information we collect:**

1. your name and address
2. your telephone numbers
3. your email address
4. credit card details
5. website visit information including: your computer IP address from our website; the date and time of website visits; the browser used to access our website; the number of website pages viewed and time spent on each page; website traffic patterns

We will not collect sensitive information regarding ethnicity, health or criminal records

## **We may collect your personal information in these ways:**

1. in any discussions we have with you whether in person or by telephone
2. through our website or email server
3. through customer feedback and survey forms

## **With your consent we may use the information you provide:**

1. to arrange for accommodation and services
2. to send you information and updates about new products, services or promotions
3. to compose diagnostic and statistical information for our computer network
4. to evaluate and improve the effectiveness of our website

## **Third Party**

The information you provide will not be released to any third party without your consent which may be given during the registration process, or at any time afterwards, unless RMH is compelled to do so by law.

There may be links that will let you leave the Site. The use of information and/or privacy provided by the operator of a linked site as to any information you provide in accessing a linked site is in no way subject to this Privacy Policy. RMH takes no responsibility for any privacy policies or practices of any web sites accessible from the site, whether or not such practices conform to privacy policies of those sites.

## **Access & Correction**

If you become aware or believe at any time that information we hold about you is inaccurate, incomplete or outdated, you may contact us by any of the methods set out below and provide us with evidence of the inaccuracy and if we agree that the information requires correcting we will take all reasonable steps to correct the information.

In most cases, you are entitled to access your personal information. We will try to respond to any request for access within four weeks, depending on the complexity of the information or the request. Under the NPPs, access can be denied in certain circumstances; we will give you our reasons for denying access if we do so. If the request is complex or time consuming, we may charge a fee for giving you access.

# Cookies

Our web site uses cookies which allow us to identify your browser while you are using our site. Cookies allow us to track usage patterns so that we can measure the level of interest in various areas of our site. They do not enable us to identify you. Most web browsers are set up to accept cookies. You can re-set your browser to refuse all cookies or to receive a warning message with each cookie which you can then refuse by turning it off in your browser. Your internet service provider should be able to assist you to set your preferences. Unless you provide an e-mail address in the course of your visit to our website, we cannot identify you.

# Information Security

We treat your personal information at all times as confidential. All paper files are stored in lockable cabinets which are locked out of hours. The office is manned at all times during office hours. Out of hours access to our premises is controlled by allowing only authorized personnel to enter. All electronically held information is protected through the use of industry standard firewalls and access passwords on each computer.

# Online bookings

All transactions on our website are secured by SSL encryption

# Complaints process

If you have a complaint about our treatment of your personal information, you should contact us by any of the methods set out below. Depending on the complexity of your complaint, we will consider and respond to it within 40 days. We will use our best endeavours to resolve any complaint to your satisfaction. However, if you are not satisfied with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

# Contacting us about privacy

Address:

Compliance Officer  
The Royal Mail Hotel  
88 High Street  
Yea, Victoria, 3717

Telephone: +61 3 5797 2515

E-mail: [royalyea@bigpond.net.au](mailto:royalyea@bigpond.net.au)