



Privacy Policy

Australian Hotels Association (WA) Branch
Western Australian Hotels and Hospitality Association (Incorporated)
Western Australian Hotels and Hospitality Association Incorporated (Union of Employers)
Herein after referred to as the “Australian Hotels Association (WA)” or “Association”

Introduction

The Australian Hotels Association (WA) aims to build and maintain positive relationships with its members, stakeholders, clients, and the public by maintaining the highest standards of honesty, fairness, proper and ethical dealings, and confidentiality. Much of our business involves the collection, storage and transmission of information about people, businesses, and corporate entities, and the Association understands and accepts the requirement to protect the private nature of the information held by it.

Purpose

The Australian Hotels Association (WA) is bound by the Privacy Act 1988(Cth). The Australian Hotels Association (WA) is committed to comply with the Act and to the protection of personal information that the Australian Hotels Association (WA) holds.

This policy applies to all personal information collected by the Australian Hotels Association (WA). It applies to information provided by members of the Australian Hotels Association (WA), job applicants, associate members, independent contractors, corporate members, sponsors, training participants, customers and individuals.

Collecting personal information

Personal information is any information that can be used to identify a person no matter how it is collected or recorded. Personal information is collected by the Australian Hotels Association (WA) from a variety of sources including membership application forms and dealings with members, sponsors, clients or customers in order to provide the services the Australian Hotels Association (WA) offer to you in an effective and efficient manner.

In order to provide services to our stakeholders the following information will be collected at a minimum:

- Name of the contact person(s) for the organisation;
- Address and contact details for the organisation;



- Phone or email contact for the individual or organisation;
- Payment details if required.

This is not intended to be an exhaustive list and depending on the services that you require the Australian Hotels Association (WA) may, to comply with legislative obligations by which the

Australian Hotels Association (WA) is bound or for the Australian Hotels Association (WA) own internal reporting requirements, seek to obtain further personal information from you other than what is listed above.

If all questions on membership application forms are not completed entirely, the Australian Hotels Association (WA)'s may not be able to assess your application properly and the Australian Hotels Association (WA) will be entitled to refuse your application without further notice. The information you provide will be used to assess your application for membership and to facilitate membership once it is accepted.

The Australian Hotels Association (WA) collects information by phone, in writing (either by email, fax or by mail), and electronically when you register for training, an event or purchase a product from the Australian Hotels Association (WA) online. The Australian Hotels Association (WA) will use this information to provide membership, products, training and services, and may also use this information for product development and marketing purposes.

When using our website the Australian Hotels Association (WA) collects information from you by using a feature of your browser called a cookie to assign your computer a "User ID". Cookies do not contain information by which the Australian Hotels Association (WA) can identify you. They identify your computer to our servers. You may configure your browser so that you are notified before a cookie is downloaded. The Australian Hotels Association (WA) may use information contained in cookies to make assumptions about the user of a computer.

On occasion the Australian Hotels Association (WA) may be required to collect certain sensitive information that may be relevant to an application or proceedings where members are represented by staff of the Australian Hotels Association (WA). Such sensitive information may include Government issued identifiers such as Tax File Numbers or Australian Business Numbers. Such information is only used in accordance with the Privacy Act 1988 (Cth).



Use and Disclosure

The Australian Hotels Association (WA) uses your personal information to keep you informed about member services, products and publications. When you apply for membership of the Australian Hotels Association (WA) you are provided with an opportunity to decline or to indicate what types of goods or services you are interested in receiving further information.

The Australian Hotels Association (WA) will not use your personal information for any purpose that is not related to the primary purpose for which it is collected and for the other secondary purposes that are related to the primary purpose of collection. The Australian Hotels Association (WA) will not use your personal information for any purposes for which you would not reasonably expect us to use your personal information.

The Australian Hotels Association (WA) may only disclose your personal information to the following third parties:

- organisations required by law
- parties involved in the provision and maintenance of our information technology systems
- AHA(WA) corporate members – name, hotel name, hotel address, contact phone number and e-mail address (unless you have expressly requested that this is not provided to related third parties);
- any other party where your consent is obtained.

Your personal information will not be sold or distributed to third parties (except as received as part of a member benefit for principal and corporate partners and associate members, as outlined above) for the purposes of direct marketing or statistical analysis.

The Australian Hotels Association (WA) does not intend to distribute or disclose any information collected to any overseas locations. However the Australian Hotels Association (WA) cannot guarantee that any third parties with whom the Australian Hotels Association (WA) deals and to whom the Australian Hotels Association (WA) may provide your information to in accordance with this policy, will do the same. The privacy policies of those third party organisations should be referred to in such circumstances.

The Australian Hotels Association (WA) takes all reasonable steps and precautions to ensure that the personal information the Australian Hotels Association (WA) holds is protected from misuse, theft, unauthorised access or disclosure. Any personal information collected is therefore stored in a safe and secure manner accessible only by relevant employees of the Australian Hotels Association (WA).



Electronic records are protected by various security measures including password protection and all relevant and up to date firewalls and anti-virus software.

Direct Marketing

The Australian Hotels Association (WA) will not disclose or use personal or sensitive information for the purposes of direct marketing unless permission has been given that allows for this to occur. The membership application forms provide authorisation for personal information to be used for marketing purposes.

Where the Australian Hotels Association (WA) sends you direct marketing material the Australian Hotels Association (WA) provides you with a means to advise us that you no longer wish to receive some or all of this material.

Access and correction

You may request access to Personal Information about you that the Australian Hotels Association (WA) holds and you may ask the Australian Hotels Association (WA) to correct your Personal Information if you find that it is not accurate, up-to-date or complete.

To protect your privacy and the privacy of others, the Australian Hotels Association (WA) will need evidence of your identity before the Australian Hotels Association (WA) can grant you access to information about you or change it.

Complaints

Any complaints in relation to any of our privacy practices including a suspected breach by us of this privacy policy or in relation to how the Australian Hotels Association (WA) has used your personal information should be directed to Bradley Woods, Chief Executive Officer at the Australian Hotels Association (WA).

Any complaints must first be provided in writing to the Australian Hotels Association (WA) and must detail your concerns. The Australian Hotels Association (WA) will aim to respond to this written complaint within 30 days. If you are unhappy with the response received you should contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or enquiries@oaic.gov.au.



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