



**MERCURY**

*Privacy Policy*  
*Golf House Hotel*

August 2024



## Contents

1.	We respect your privacy.....	2
2.	What personal information we collect.....	2
3.	How we collect your personal information.....	3
4.	Use of your personal information .....	3
5.	Disclosure of your personal information overseas.....	4
6.	Security of your personal information .....	4
7.	Access to and correction of your personal information.....	4
8.	Complaints about privacy and access refusal.....	5
9.	Changes .....	5
10.	When you visit our website.....	5

Mercury has attempted to ensure that information in this policy is up to date and accurate. However, Mercury will not be responsible for any information that may be incorrect. Updates may be published from time to time as Mercury determines.

Mercury makes the material in this policy available on the understanding that users exercise their own skill, care and judgement with respect to its use.

The information contained in this policy is provided on the basis that the authors are not in any way responsible for any loss or liability by anyone acting on the information in this policy or for any error or omission from it.



# Privacy Policy

---

## **1. We respect your privacy**

- 1.1 The ..... (the Venue) respects your right to privacy and this policy sets out how we collect and treat your personal information.
- 1.2 “Personal information” is information we hold which is identifiable as being about you.
- 1.3 We have updated this Policy to exclude previously required information relating to the collecting of information and documentation regarding COVID-19 vaccination status, as this requirement no longer exists.

## **2. What personal information we collect**

- 2.1 We may collect the following types of personal information from you:
  - (a) name;
  - (b) phone number;
  - (c) fax number;
  - (d) information about the Venue’s goods or services you have been supplied with;
  - (e) information from enquiries you have made;
  - (f) communications between us and you;
  - (g) credit card information;
  - (h) email address;
  - (i) date of birth;
  - (j) Venue membership details and history;
  - (k) sporting competitions you have entered;
  - (l) trade promotions you have participated in;
  - (m) information required to be included in gaming/alcohol/AML/CTF registers.
- 2.2 In some instances we may collect “sensitive information”, for example:
  - (a) information about your health or disabilities for the purpose of playing sport;
  - (b) people who work with children at the Venue are required to have a working with children check; and
  - (c) employees and Board Members may be required to provide police checks.



### **3. How we collect your personal information**

3.1 We collect personal information from you by extracting information from a variety of sources, including:

- (a) membership applications and renewals;
- (b) electronic or personal interaction with us;
- (c) when you access our website;
- (d) when we provide our goods and services to you;
- (e) entry forms for trade promotions, loyalty programs and sporting competitions;
- (f) the documents and information we are legally required to collect in order to comply with our:
  - (i) Responsible Service of Alcohol Policy;
  - (ii) Responsible Service of Gambling Policy;
  - (iii) AML/CTF Program; and
  - (iv) rules regarding admission of guests and authorised gaming visitors;
- (g) information provided directly by employees and Board Members.

3.2 We take reasonable steps to ensure that your personal information is secure.

### **4. Use of your personal information**

4.1 We use your information to:

- (a) provide our goods and services to you;
- (b) comply with our legal obligations including under the following legislation:
  - (i) Liquor Control Reform Act
  - (ii) Gambling Regulation Act
  - (iii) AML/CTF Act
  - (iv) Associations Incorporation Act or Corporations Act
  - (v) Public Health and Wellbeing Act
- (c) to comply with the rules of the peak sporting bodies we are associated with;
- (d) to conduct our loyalty programs and to provide you with the benefits of those programs;
- (e) send you direct marketing material from the Venue only when you have agreed to receive it and have not opted out;
- (f) to improve our services and to notify you of opportunities that we think you might be interested in.



4.2 We do not provide your information to third parties, except that we may provide your information to our business partners who assist us in the provision of our services to you.

4.3 Because of the requirements in the legislation listed above, the Venue cannot provide for anonymity and pseudonymity when you deal with us.

**5. Disclosure of your personal information overseas**

We do not disclose your personal information to overseas recipients.

**6. Security of your personal information**

6.1 We take reasonable steps to protect your personal information. However, we are not liable for any unauthorised access to this information.

6.2 We destroy or de-identify your personal information when it is no longer required for the purpose we collected it.

**7. Access to and correction of your personal information**

7.1 Generally you can access your personal information by contacting the Venue's Manager, contact details are listed below. We may charge a reasonable administration fee for this access.

7.2 We may not give you access to your personal information in the following circumstances:

- (a) giving you access would pose a serious threat to the life, health or safety of any individual or to public health or public safety; or
- (b) giving access would have an unreasonable impact on the privacy of other individuals;
- (c) the request for access is frivolous or vexatious;
- (d) the information relates to existing or anticipated legal proceedings;
- (e) giving access would prejudice negotiations we are having with you;
- (f) giving access would be unlawful;
- (g) giving access would impede an investigation into serious misconduct or suspicious matters; or
- (h) giving access would reveal material that is commercially sensitive for the Venue.

7.3 We will respond to any request for access to personal information within a reasonable time and if we do not give you access, we will tell you why.

7.4 We provide access to personal information to only:

- (a) the person to whom it relates; and
- (b) the persons who need to have access for us to achieve the purpose we collected the personal information for.



## **8. Complaints about privacy and access refusal**

- 8.1 If you have any complaints about our privacy practices or being denied access to your personal information, you should send details of your complaints to the Venue's Manager. We take complaints very seriously and will respond promptly (usually in less than 30 days) after receiving written notice of your complaint.
- 8.2 If you are still unsatisfied you can refer your complaint to the Information Commissioner at [www.oiac.gov.au](http://www.oiac.gov.au) .

## **9. Changes**

- 9.1 We review this Privacy Policy from time to time and we may change this Privacy Policy in the future. If you would like to make comments about our Privacy Policy, please direct them to the Venue's Manager.
- 9.2 Revised versions of the Privacy Policy will be uploaded onto our website, so please check back from time to time.

## **10. When you visit our website**

- 10.1 When you come to our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, so that we can improve our services.
- 10.2 As is very common, we may use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer.
- 10.3 Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going to those sites.

---

Contact Details:

Venue Manager is: Martin Hoban

Venue Name: Golf House Hotel

Address: 920 Doveton St North, Ballarat North VIC 3350

Telephone: 03 5331 2673

Email: [manager@golfhousehotel.com.au](mailto:manager@golfhousehotel.com.au)