



PRIVACY POLICY

Thank you for visiting us! We are committed to providing quality services to you and our partners. Part of this commitment is transparency in how we collect and use the personal data we collect from you when you use our services.

We have adopted the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

CONSENT TO USE PERSONAL INFORMATION

By using our services (such as our website, booking system, our venues, or professional services), you consent to us collecting and using your personal information in accordance with this Privacy Policy.

WHAT PERSONAL INFORMATION DO WE COLLECT?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include, but are not limited to, names, addresses, email addresses, and phone numbers.

During the course of your use of our services, we may collect data from you. For example, when you book our venue, join one of our mailing lists, or otherwise use our services, we will collect personal information. By utilising our services, your browsing, behavioural patterns, and other information may also be collected and stored, or aggregated into analytical data.

HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

You directly provide us with most of the information we collect. We collect and process this information as you interact with us, such as when you browse our website, sign-up to join one of our mailing lists, or make an online enquiry with us. Information may also be collected by way of cookies, anonymous account data collection and sampling, or other analytical methods.

Where reasonable and practicable to do so, we prefer to collect your Personal Information from you. However, in some circumstances we may be provided with information by third parties such as our partners. In such a case we may take reasonable steps to ensure that you are made aware of the information provided to us by the third party

WHY DO WE COLLECT YOUR PERSONAL INFORMATION

We collect your Personal Information for the primary purposes of providing our services to you, providing information to our clients, and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and reasonable, explain to you why we are collecting the information and how we plan to use it, such as through this Privacy Policy.

SENSITIVE INFORMATION

Sensitive information is defined in the *Privacy Act 1988* (Cth) to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Examples of sensitive information that we may collect includes dietary restrictions or allergy sensitivities. Sensitive information will be used by us only:

- for the primary purpose for which it was obtained; or
- for a secondary purpose that is directly related to the primary purpose; or
- with your consent or where required or authorised by law.

DISCLOSURE TO THIRD PARTIES

We will only disclose your information to third parties, either where we have obtained consent from you to the use or disclosure, or where required or authorised by law.

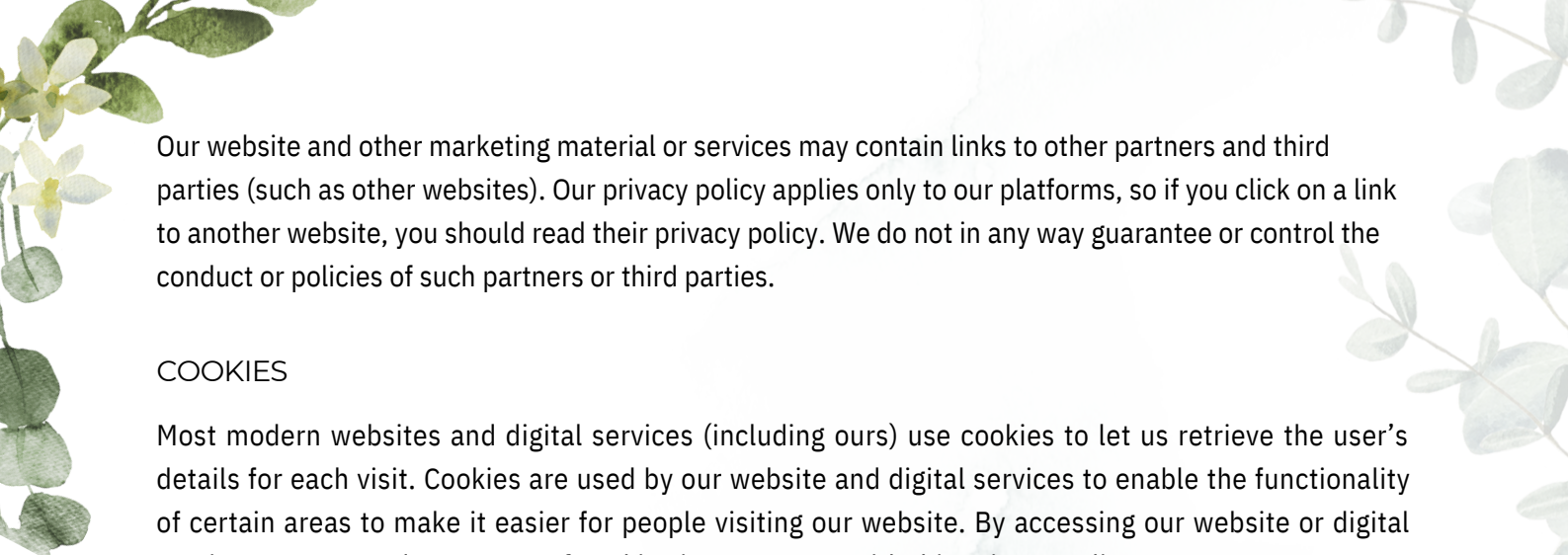
HOW YOUR PERSONAL INFORMATION IS STORED

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

MARKETING

We would like to send you information about products and services that we think you might like, as well as those of our partners. If you send us an enquiry related to a partner company as listed on our website or otherwise, we may refer your enquiry to them for it to be best addressed. If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to request that we stop contacting you for marketing purposes or giving your data to other partners. If you no longer wish to be contacted for marketing purposes, please click the unsubscribe button in any of our promotional emails, or otherwise contact us in writing.



Our website and other marketing material or services may contain links to other partners and third parties (such as other websites). Our privacy policy applies only to our platforms, so if you click on a link to another website, you should read their privacy policy. We do not in any way guarantee or control the conduct or policies of such partners or third parties.

COOKIES

Most modern websites and digital services (including ours) use cookies to let us retrieve the user's details for each visit. Cookies are used by our website and digital services to enable the functionality of certain areas to make it easier for people visiting our website. By accessing our website or digital services, you agreed to our use of cookies in agreement with this Privacy Policy.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you to review, update, and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. We will not charge any fee for your access request, but reserve the right to charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

It is also an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

CONTACTING US

If you have any questions about our privacy policy, how we handle your Personal Information, or any other enquiries relating to privacy, we warmly invite you to contact us:

In Writing:

613 Learmonth St
BUNINYONG VIC 3357

By Email:

ivorypavilion@gmail.com

By Phone:

0455 504 424

CHANGES TO OUR PRIVACY POLICY

We keep our privacy policy under regular review and places any updates here. This privacy policy was last updated on the 10th of January, 2023.

