

## **Privacy Policy**

Mary G's has created this privacy policy to demonstrate our firm commitment to your privacy and the protection of your information. This Private Policy covers our treatment of personal information that we collect, use and disclose. We may update this Private Policy from time to time. The most current version will be located on our website and is also available by contacting the Hotel directly. By our website, or by providing any personal information to us, you consent to the collection, use and disclosure of your personal information as set out in this Private Policy. If you have any question or concerns, please contact the Hotel directly.

## **Types of personal information collected**

The types of personal information that we collect and hold may include any or all of the following:

- Name, address(es), telephone number(s) and other contact details;
- Electronic address(es);
- Other personal information required to provide our service eg. Interests

You do not have to provide us with any personal information, however if you do not do so we may not be able to provide you with the services you have requested.

## **How we collect personal information**

Generally, we collect personal information directly from you, such as;

- when you submit information through our website;
- in person;
- By filling out an "opt in" members card form

## **Why we collect, use and disclose personal information**

We will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Private Policy. We will not use your personal information for any other purpose without seeking your consent, or where authorized or required by law.

We will collect personal information for the following purposes:

- To establish and maintain your relationship with us;
- To provide the services you have requested from us;
- Or to answer any inquiry you make

We will never share, sell, or rent individual personal information with anyone for their promotional use without your advance permission or unless ordered by a court of law. Information submitted to us is only available to employees managing this information for purposes of contacting you or sending mail outs based on your request for information, and to contracted service provider Impact Data for purposes of providing services relating to our communications with you. Impact Data are a service provider used by Mary G's to hold your personal information on behalf of Mary G's. Impact Data take reasonable steps to ensure data security including use of industry leading hosting providers in Australia and the United States. As such it is likely that your personal information will be disclosed to a recipient in the United States solely for the purpose of Impact Data providing the service to Mary G's.

## **Why did you receive a mailing from us?**

Our email marketing is permission based. If you received a mailing from us, our records indicate that you have expressly shared this address for the purpose of receiving information in the future ("opt-in"). We respect your time and attention by controlling the frequency of our mailings. If you believe you have received unwanted, unsolicited email sent via this system or purporting to be sent via this system, please forward a copy of that email with your comments to [info@marygs.com.au](mailto:info@marygs.com.au) for review.

## **How can you stop receiving email from us**

Each email sent contains an easy, automated way for you to cease receiving email from us. If you wish to do this, simply follow the UNSUBSCRIBE button at the end of any email, otherwise contact the Hotel directly by either phone or email detailed at the end of this Private Policy.

## **How you can access your personal information**

We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change such as your address or phone number please contact the Hotel directly by either phone or email detailed at the end of this Private Policy. At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the Privacy Act 1988 applies. We will promptly acknowledge and investigate any complaint about the way we manage personal information.

## **How we protect your privacy**

We use appropriate security measures to protect against the loss, misuse and alteration of data used by our system.

## **Use of Web Beacons**

When we send you emails, we may include a web beacon to allow us to determine the number of people who open our emails. When you click on a link in an email, we may record this individual response. Web beacons collect only limited information, such as a cookie identifier, time and date of a page being viewed, and a description of the page on which the Web Beacon resides (the URL). We collect such information for statistical and maintenance purposes that enables us to continually evaluate our performance. Web Beacons can be refused when delivered via email. If you do not wish to receive Web Beacons via email, you will need to disable HTML images or refuse HTML (select Text only) emails via your email software.

## **How to contact us or make a complaint**

If you have any questions about this Private Policy, if you wish to update information we hold about you or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact:

### **Mary G's Office**

Corner of Keen & Woodlark Streets Lismore, NSW 2480

PH: (02) 66222924 / F: (02) 66218040 / E: [info@marygs.com.au](mailto:info@marygs.com.au) / W: [www.marygs.com.au](http://www.marygs.com.au)

We will take reasonable steps to remedy any issue resulting from our failure to comply with our privacy obligations.

*Last updated: March, 2014.*