



Australian Hotels Association (AHA) Privacy Policy

The Australian Hotels Association (AHA) is an organisation of employers in the hotel and hospitality industry and is registered under the *Fair Work (Registered Organisations) Act 2009*.

The purpose of this policy

The AHA is bound by the *Privacy Act 1998* (Cth). The AHA is committed to complying with the Act and to the protection of personal information that the AHA holds. This Privacy Policy explains:

- What personal information the AHA collects;
- How we collect and use the personal information we collect;
- Disclosure;
- Your right to access any of your own personal information held by the AHA;
- Your right to inspect and, where necessary, correct the personal information we hold for you;
- Your right to have your privacy complaints investigated and resolved, and
- Your right to have your personal information protected from misuse and unauthorised access.

Scope of the Policy

This policy applies to all personal information collected by the AHA. It applies to information provided by members of the AHA, job applicants, associate members; independent contractors and individuals.

What personal information does the AHA collect?

Personal information is any information that can be used to identify a person no matter how it is collected or records. Personal information is collected by the AHA from a variety of sources, including when dealing with members, clients or customers, when dealing with individuals, undertaking marketing initiatives, internal administrative and election matters, when recruiting staff and when training individuals.

Where the AHA collect personal information from you this information may include (but not necessarily be limited to) your name, address, email address, telephone numbers, gender, financial information including credit card and banking information, and other means of personal identification.

How is personal information collected?

Where possible we collect your personal information directly from you. Your information may be collected by the following various means:

- Via an online form on our website (www.aha.org.au), or
- On our forms, or
- In our discussions with you,

If the information we are seeking is not information you wish to provide, please discuss your concerns with us. In some circumstances, the AHA may obtain personal information from a third party. If you provide personal information about another person to the AHA, we require that you inform that person you have done so and provide them with a copy of this policy. When dealing with membership, fulfilling your registrations to events or training, purchasing products or services, the AHA will collect at a minimum the following:

- Name of the contact person or people for the organisation;
- Business address and contact details;
- Nature of products or services being sought for the purposes of filling your order, and
- Payment details either credit care or invoice details.

We collect information by phone, in writing (either by email, fax or by letter), and electronically when you register for training, an event or purchase a product from us online. We 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 we collect 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 AHA 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 AHA may use information contained in cookies to make assumptions about the user of a computer. When dealing with independent contractors, the AHA collect the minimum of the following information:

- Name;
- Business address and contact details;
- Insurance details, and
- Rate and fees.

The AHA collect this information by phone and in writing (either by fax, email or letter). We use this information to ensure that independent contractors are able to perform work on behalf of the AHA in a safe and lawful manner. When dealing with job applicants, the AHA collects the minimum of the following information:

- Name
- Address and contact details
- Occupation and occupational/career history
- Qualifications/ training courses completed
- References

The AHA collects this information in the course of job interviews, telephone discussions, reference checks and in writing. This information is used to assess the suitability of applicants for a position. In the event that the job application is rejected the Association may keep the information to use in the event that an appropriate vacancy arises. If you do not want us to keep this information, please inform us in writing, and the information will be destroyed.

How do we use the information you provide?

We 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. We will not use your personal information for any purposes for which you would not reasonably expect us to use your personal information. Your personal information may be used for:

- The delivery of products and services that you have requested;
- Provision of further information about the products and services you requested;
- Personalise and customise your experiences with the Association
- To enable the AHA to manage and handle its service provision
- In communications with you;
- For administration purposes, including charging, billing, collection of debts, and
- To promote and market other products and services of the AHA which we consider may be of interest to you, and
- For internal administrative and election matters.

We will take all reasonable steps to ensure that the personal information we hold is accurate and up-to-date. If your personal information is not accurate, or your details have changed, you can call us on (02) 6273 4007 to update your personal information.

What happens if you choose not to provide us with your personal information?

You are not obliged to give us your personal information. If you would like to access any of our services on an anonymous basis we will take all reasonable steps to comply with your request. However, if you choose not to provide us with your personal details, such as your name or address, the range of options available to you or the organisation that is a member of the AHA may be limited. For example, we may not be able to provide the full range of member services or allow you or your organisation to participate in elections, networking functions, training, events, or successfully deliver any products and services that you have purchased from us.

When do we disclose your personal information?

We guarantee that we will not sell your personal information to a third party. For the purposes referred to in this policy, we may disclose your personal information to external organisation including:

- Outsourced service providers who manage some of the services that we bring to you;
- Our professional advisors including our accountants, auditors and lawyers, and
- Related companies and entities, and
- To the Australian Electoral Commission for bona fide elections of office bearers and other officials for the AHA.

How can you access your personal information?

You have a right to access your personal information, subject to certain exceptions provided for in the Privacy Act. Access will be provided in accordance with this Privacy Policy. If you require access to your personal information, please put your request in writing to the Chief Executive Officer, Stephen Ferguson. You may either post it or email it as follows:

- P.O. Box, 4286, Manuka, ACT 2603
- admin@aha.org.au

You will need to provide proof of your identity when making a request to access your personal information.

Security of your information

We will take all reasonable steps to secure your personal information. Electronic information is protected by various security measures and access to information and databases is restricted by password protection and physical security measures.

Destruction of personal information

In the event that you have opted to have your personal information not kept by the AHA, it will be destroyed. Electronic information will be removed from computer files kept by the AHA, and hard copy information will be shredded. All requests for the destruction of information must be made in writing to the Chief Executive Officer, accompanied with proof of identity, before the destruction of any documents or removal of computer files can take place.

Complaints

If you have a complaint about any of our privacy practices, please contact our Chief Executive Officer, Stephen Ferguson, in writing.

Contact Us

Australian Hotels Association
24 Brisbane Ave, Barton ACT 2600
P.O. Box 4286, Manuka ACT 2603
Phone (02) 6273 4007
Email: admin@aha.org.au
Website: www.aha.org.au
