



Australian Hotels Association (SA Branch) (AHA|SA) Privacy Policy

The Australian Hotels Association (SA Branch) (AHA|SA) is a Member based organisation registered under the *Fair Work (Registered Organisations) Act 2009* (Cth). The AHA|SA provides services to its Members such as human resources and industrial relations, licensing, training, events and other general services.

Interpretation

In this document:

Act means the *Privacy Act 1988* (Cth);

APP means the Australian Privacy Principles in Schedule 1 of the Act;

Business Day means a day that is not a Saturday, Sunday or public holiday in South Australia;

Corporate Partner means an organisation that has entered into a corporate partnership agreement with the AHA|SA and may include past Corporate Partners;

Member means a financial member of the AHA|SA and members of Accommodation Australia (SA), and may include past members of the AHA|SA and Accommodation Australia (SA);

Policy means this policy being the Privacy Policy of the AHA|SA as amended from time to time;

Website means the website of the AHA|SA with the domain name www.ahasa.asn.au.

Purpose of the policy

The AHA|SA is committed to ensuring that any personal information provided by Members, Corporate Partners and any other individual or company is protected. This is in accordance with the Act, in particular the APP. This policy outlines details on the type of information we collect from you and how we use, disclose, collect and hold this information.

If using the Website you do not need to disclose your identity to us in order to use it. The Website utilises software that makes use of browser cookies. These cookies are only used to record information (such as browser and page views) that helps us improve the quality and performance of the Website and of our services to you or to our Members and Corporate Partners. Our server may also automatically record details about any computer used to access the Website (such as IP address, the date and time of access etc.) together with details of information downloaded. This information is used for internal purposes only as well as to improve our website. Any information supplied to us is treated in accordance with the Policy.



Personal Information that the AHA|SA collects

Personal information is any information that can be used to identify an individual and includes your name, email address, address and telephone number (**Personal Information**). The AHA|SA collects information from a number of different sources including dealings with Members, Corporate Partners, clients or customers in order to provide the services we offer to you in an effective and efficient manner.

In order to provide services to Members, Corporate Partners, clients and customers 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 we may, to comply with legislative obligations by which we are bound or for our own internal reporting requirements, seek to obtain further personal information from you other than what is listed above. On occasion we may be required to collect certain sensitive information that may be relevant to an application or proceedings where a Member is represented by an employee of the AHA|SA. Such sensitive information may include, but is not limited to, Government issued identifiers such as Tax File Numbers or Australian Business Numbers. Such information is only used in accordance with the Act.

How personal information is collected and held

Personal Information is, where possible, collected directly from the individual to whom the Personal Information relates. It may be collected in various ways, including through forms provided to you whether in person or through the Website or in some other manner, or by discussions that we may have with you whether verbally or in writing. We may on occasion receive your Personal Information from a third party and on such occasions we will ensure that Personal Information received in such a manner will be treated the same as if it had come directly from you. Such instances may include Personal Information received when registering for an event or training session.

Any unsolicited Personal Information that we may receive, whether by post, email or in some other form, will be destroyed as soon as practicable after we become aware that we have been given this Personal Information. In addition to this any Personal Information that we collect that we no longer deem necessary to keep will be destroyed in a secure manner.

The AHA|SA takes all reasonable steps and precautions to ensure that the Personal Information we hold 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 AHA|SA. Sensitive information is stored in locked filing cabinets and only accessible by the Manager or employee of the AHA|SA responsible for the collection and holding of the particular sensitive information. Electronic records are protected by various security measures including password protection and all relevant and up to date security and anti-virus software.



Purpose for the collection

We will not collect, hold, use, or disclose your Personal Information for any reason other than for the reason it is collected. The purpose for collecting, holding and using personal information as outlined in this policy is to ensure that we can provide our Members, Corporate Partners, clients and any other person or company with which we deal, with the services that they seek from us and which we are obligated to provide. In doing this we can ensure that services are tailored to meet the needs of the person or organisation using our services.

It is not intended that personal information will be disclosed to third parties, except when we are legally required to do so. Member information may be disclosed to Corporate Partners and vice versa, however this will only include the venues or company name, address, telephone number and email address. Members and Corporate Partners alike can request that their information not be disclosed in this manner by contacting the AHA|SA.

We do not intend to distribute or disclose any information collected to any overseas locations. However we cannot guarantee that any third parties with whom we deal and to whom we may provide your Personal Information to in accordance with this Policy, will do the same. The privacy policies of those third party organisations should be referred in such circumstances.

We may use Personal Information provided to us for the purposes of sending updates, newsletters and other communications to Members and Corporate Partners. You must notify the AHA|SA in writing if you do not wish to receive these services.

How a person may access and correct the information we hold about them

An individual or organisation may contact the AHA|SA at any time in order to access, correct or update the information that we hold about them. We will endeavour to ensure that any such request is dealt with in a timely and reasonable manner. An individual or organisation wishing to access the information that we hold about them may be required to show evidence that they are in fact the person or organisation to whom the information relates. We may not be required to give you access to your Personal Information in certain circumstances, such as it would have an unreasonable impact on the privacy of other individuals, the information relates to existing or anticipated legal proceedings between us and you or it would be unlawful.

To access, correct or update your information you should provide your request in writing to the AHA|SA. The contact details can be found at the end of this policy. We will endeavour to respond to a request to access, correct or update your Personal Information within 5 Business Days.

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 we have used your personal information, should be directed to Anna Moeller, Chief Executive Officer, AHA|SA. Any complaints must first be provided in writing to the AHA|SA and the complaint must set out in sufficient detail specific details of the alleged breach together with your concerns. The AHA|SA 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.



Contact Details

AHA|SA
Level 4, 60 Hindmarsh Square ADELAIDE SA 5000
PO Box 3092, RUNDLE MALL SA 5000

P: 08 8232 4525
F: 08 8232 4979

E: information@ahasa.asn.au
W: www.ahasa.asn.au

Review of this policy

This policy will be reviewed at least two years after the date of commencement and every two years after that date. In addition to this the policy may be reviewed and updated at any time the AHA|SA sees fit to ensure compliance with the Act

Policy created: March 2014
Policy last reviewed: April 2024
Next review: no later than April 2026