

## Hakfoort Group

# Privacy Policy

*Last updated: 19/12/18*

Hakfoort Group operates the <https://burkeandwillshotel.com.au/> website, which provides the service.

Hakfoort Group is committed to providing quality services to you and our Privacy Policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. This includes the collection, use, and disclosure of personal data when you use our service and the choices you have associated with that data.

The Personal Data that we collect is used for providing and improving the service. By using the service, you agree to the collection and use of information in accordance with this policy. We will not use or share your information with anyone except as described in this Privacy Policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from <https://burkeandwillshotel.com.au/>.

## Information Collection & Use

We collect several different types of information for various purposes to provide and improve our service to you. This information is obtained in many ways, including our website <https://burkeandwillshotel.com.au/> and Forms available on our website, paper forms and competition entry forms.

When we collect your Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## Types of Data Collected

### Personal Data

For a better experience while using our service, we may require you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data").

Personally Identifiable Information may include, but is not limited to:

- First & Last Name
- Email Address
- Phone Number
- Postal Address
- Cookies & Usage Data

### Usage Data

We may also collect information on how the service is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet protocol address (e.g. IP address), browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

### Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyse our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our service.

Examples of Cookies we use:

- **Session Cookies.** We use Session Cookies to operate our Service.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings.
- **Security Cookies.** We use Security Cookies for security purposes

## Use of Data

We collect your Personal Information for the primary purpose 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. Hakfoort Group uses the collected data for various purposes:

- To provide and maintain the service
- To notify you about changes to our service
- To allow you to participate in interactive features of our service when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues

The collected data may also be used to send marketing messages via email. This will occur only if you have provided consent to receive marketing from our organisation. You may unsubscribe from our mailing/marketing lists at any time by clicking 'unsubscribe from this list' or update your details by clicking "update your preferences" links available in our marketing emails.

## Disclosure of Data

Hakfoort Group may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Hakfoort Group
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

## Security

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

The security of your data is important to us, while we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security. No method of transmission over the Internet, or method of electronic storage is 100% secure.

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.

### **Service Providers**

We may employ third party companies and individuals to facilitate our service ("Service Providers"), to provide the service on our behalf, to perform service-related services or to assist us in analysing how our service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

### **Analytics**

We may use third-party Service Providers to monitor and analyse the use of our service.

### **Google Analytics**

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our service. This data is shared with other Google services. Google may use the collected data to contextualize and personalise the ads of its own advertising network.

You can opt-out of having made your activity on the service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

### **Links To Other Sites**

Our service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

### **Children's Privacy**

Our service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

### **Changes To This Privacy Policy**

We may update our Privacy Policy from time to time. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **Contact Us**

If you have any queries or complaints about our Privacy Policy, please contact us by visiting this page on our website: <https://burkeandwillshotel.com.au/contact/>