

Website Privacy Policy — The Victoria Hotel Annandale

Who we are and what this policy covers

This policy applies to our website at thevictoriahotel.net.au, operated by Argos Investments Pty Ltd (ABN 26 000 926 063) for The Victoria Hotel Annandale.

It covers this website only. It applies to the contact form, the function enquiry form, raffle ticket purchases, and the cookies and analytics the site uses. It does not cover information collected in the venue itself — for example at the bar, in the bistro, at the gaming machines, or by CCTV. Those are handled separately; ask at the venue if you want to know more.

We handle personal information in line with the Australian Privacy Principles in the *Privacy Act 1988* (Cth). Where we send you marketing messages, the *Spam Act 2003* (Cth) also applies.

"Personal information" means information that identifies you, or from which you could reasonably be identified.

What we collect and why

We only collect what we need for the thing you are doing on the site. You can browse this website without telling us who you are.

What you do on the site	What we collect	Why
Contact form	Name, email, phone, your message	To answer your enquiry
Function enquiry form	First and last name, email, phone, event date and time, event type, guest numbers, catering preference, comments	To quote on and organise your function
Buy a raffle ticket	Full name, email, mobile, tickets bought, amount paid	To issue tickets, contact you if you win, and meet our record-keeping obligations for the raffle
Pay by card	Card details go directly to Stripe — see Payments below	To take payment
Join the marketing list	Name and email, if you opt in	To send you news about what is on
Just browsing	Cookies and, if enabled, analytics — see Cookies below	To keep the site working and understand how it is used

Clicking **Book a Table** takes you to Now Book It, a separate booking platform. Your booking details are collected by them under their own privacy policy, not by this website.

If you give us someone else's details — for example a co-organiser on a function enquiry — please make sure they are happy for you to do that.

Marketing emails

We only send marketing emails to people who have asked for them, or who have given us their address in a way that makes it reasonable to expect them — for example by entering a promotion we ran.

Every marketing email identifies us and carries an unsubscribe link that works. Unsubscribing takes effect within five working days at the latest, and usually straight away.

You can also unsubscribe any time by emailing marketing@thomashotels.com.au or calling 02 9569 2383.

We do not sell or rent your contact details to anyone.

Entering a raffle does not put you on the marketing list. We use the details you give at the raffle to run the raffle and to contact you if you win, and nothing else.

Payments and card details

Card payments on this website are processed by Stripe. Your card number, expiry and security code go straight from your browser to Stripe. We never see them, and they are never stored on our website or our systems.

What we keep is the amount, the date, the payment method, and a reference number Stripe gives us, so we can match a payment to an order and handle refunds or disputes.

Stripe handles your card details under its own privacy policy, at stripe.com/au/privacy.

Who we share your information with

We do not sell your personal information. We share it only as set out here.

Who	What they get	Why
Stripe	Payment details, your email	To process card payments
ITIS IT	Whatever is held in the systems they host	To run the website and our email
Professional advisers and insurers	Only what is relevant	Legal advice, claims and disputes
Courts, regulators and law enforcement	Only what is asked for or required	Where we are required or permitted by law

We may also disclose information where you have consented, or where we are required or permitted by law.

A copy of raffle sales records is emailed each night to our management address so there is a record off the website's server. That copy includes entrants' names, emails and phone numbers, and is held under the same protections as the rest of our records.

Overseas storage and disclosure

Some of the services we use store information outside Australia. When we use them, we take reasonable steps to make sure your information is handled consistently with the Australian Privacy Principles.

- **Stripe** — United States and other countries where Stripe operates
- **Twilio** — United States
- **Google** — United States and other countries
- **ITIS IT Support Kingsgrove, NSW, Australia**

Now Book It, which handles table bookings made from this site, is an Australian company; its own privacy policy covers what it collects and where it holds it.

How long we keep information

We keep personal information only as long as we need it, or as long as the law requires, and then destroy or de-identify it.

Information	How long
Contact and function enquiries	Up to 12 months from point of contact
Raffle entries, tickets and results	Up to 3 months from draw date
Payment and transaction records	7 years, as required by tax law
Marketing list	Until you unsubscribe

If you ask us to delete your information and we are not required to keep it, we will.

Cookies and website analytics

Our website uses cookies and similar technologies:

- **Necessary cookies** keep the site working — for example holding your raffle order together while you pay. The site cannot work properly without them.
- **Stripe** sets cookies on the payment step to process the payment and detect fraud.
- **Adobe Fonts (Typekit)** loads the site's typefaces and receives your IP address as part of that request.
- **GOOGLE ANALYTICS**

You can block or delete cookies in your browser settings. If you block necessary cookies, parts of the site — including buying raffle tickets — will stop working.

We do not run advertising or social media tracking pixels on this site.

Accessing and correcting your information

You can ask us for a copy of the personal information we hold about you, and ask us to correct it if it is wrong or out of date.

Write to marketing@thomashotels.com.au or the address at the end of this policy. Tell us what you are after, and enough about yourself for us to find it and be sure it is you.

We will respond within 30 days. There is no charge to make a request, though we may charge a reasonable amount for the cost of putting together a large amount of material — we will tell you before we do.

If we refuse, we will tell you why in writing and how to complain about it. We may refuse where the law allows — for example where giving you the information would unreasonably affect someone else's privacy.

How we keep information secure

We hold information submitted through this website in access-controlled systems, and limit access to staff who need it for their role. Our providers are required to protect what they hold for us.

No system is perfectly secure. If a data breach happens that is likely to cause you serious harm, we will notify you and the Office of the Australian Information Commissioner as the Notifiable Data Breaches scheme requires.

Making a complaint

If you think we have mishandled your personal information, tell us first. Email marketing@thomashotels.com.au or write to the address below, setting out what happened.

We will acknowledge your complaint within five working days and give you a written answer within 30 days. If we need longer, we will tell you why.

If you are not satisfied with our answer, you can take it to the Office of the Australian Information Commissioner:

- Online: oaic.gov.au/privacy/privacy-complaints
- Phone: 1300 363 992
- Post: GPO Box 5218, Sydney NSW 2001

Changes to this policy

We update this policy from time to time. The current version is always on this page, and the date at the top shows when it last changed. If we make a change that materially affects how we handle your information, we will take reasonable steps to tell you.

Contact us

For anything about this policy, or about your personal information:

The Victoria Hotel Annandale 176a Young Street, Annandale NSW 2038 Phone: 02 9569 2383 Email: marketing@thomashotels.com.au