

## **Verandah Apartments Privacy Policy**

*We recognise that your privacy is important and we are committed to protecting the Personal Information that we collect from you.*

Verandah Apartments manage Personal Information in accordance with the Australian Privacy Principle (APP). This Privacy Policy outlines the types of Personal Information that we may collect, how that Personal Information will be used, disclosed, transferred and stored and sets out the measures that we take to comply with the Privacy Act.

This Policy covers;

Verandah Apartments

Verandah on Vincent

Verandah Studios

Nest Hotel

### **COLLECTION**

Verandah Apartments will only collect and hold Personal Information about you that is reasonably necessary to undertake our business activities and functions, or as otherwise permitted by law.

### **Why we collect Personal Information**

We may collect your Personal Information for one or more of the following reasons:

- providing our products or services to you;
- processing a booking or application that you have made;
- acting as your agent if you request us to do so; and
- facilitating our internal business operations, including the fulfilment of any legal requirements.

### **How we collect your Personal Information**

We generally collect Personal Information directly from you, through the use of any of our standard forms, over the internet, via email or through a telephone conversation with you. We may also collect Personal Information from third party contractors or agents who provide our products and services on our behalf.

### **What kinds of Personal Information we collect**

The types of Personal Information that we collect may include your name, address, other contact details, credit card and other such information that is relevant for us to provide our products and services to you in the manner that you have requested, or to comply with the law.

We do not generally collect sensitive information from you; however, if you provide such information to us, we will only collect that information with your express consent and only where such information is reasonably required in order for us to provide our products or services to you (such as special access or assistance requirement due to a health condition). We shall not disclose sensitive information to any other party without your consent.

#### Failure to provide Personal Information

If the Personal Information you provide to us is incomplete and/or inaccurate, or you choose not to provide us with the Personal Information that we have requested, it may affect our ability to provide you with our products and services.

#### Dealing with Verandah Apartments anonymously or through a pseudonym

Where possible you will have the option of interacting with us anonymously or through a pseudonym, however, where you are requesting products or services from us, it may become impracticable to provide those products or services to you without verifying your identity.

### DEALING WITH PERSONAL INFORMATION

#### Use and Disclosure

In order to provide products and services to you we may disclose your Personal Information to:

- service providers, contractors, agents or other business partners who assist us in providing our products and services to you;
- external providers of services where you have engaged us to act as your agent;
- other service providers, who provide the various services that you have requested and we have arranged;
- our related bodies corporate;
- our professional advisers;
- an entity to whom we are required to disclose such information under law;
- other parties with your consent or direction.

We will only provide such Personal Information to those third parties as required to provide our products or services, unless otherwise authorised by you or required under applicable law.

## INTEGRITY OF PERSONAL INFORMATION

### Security

The security of your Personal Information is important to us. We may store your Personal Information in different ways, including in paper form, electronic form, telephone recordings and utilising secure document retention services (including those located off-site). We take all reasonable measures to ensure that your Personal Information is stored safely to protect it from misuse, loss, unauthorised access, modification or disclosure, including electronic (firewalls and access controls) and physical security measures. Notwithstanding these reasonable measures, the confidentiality of any communication or material transmitted to or from us via our website, apps or email, cannot be guaranteed.

### Links to Other Websites

Our websites or apps may contain links to other websites. We are not responsible for the security or privacy of any information collected by third-party websites or other services. You should exercise caution, and review the privacy statements applicable to the third-party websites and services you use.

## ACCESS AND CORRECTION

### Access

You may request access to the Personal Information that we hold about you at any time by contacting our Privacy Officer using the details set out in this Privacy Policy. We will respond to any such request for access to Personal Information within a reasonable time frame and will provide you access to the Personal Information that we hold that belongs to you, unless we are authorised not to do so by law.

[We may charge you a reasonable fee for processing your request](#) and should we decline you access to your Personal Information, we will provide you with a written explanation setting out the legal reasons for doing so.

### Correction

If, upon receiving access to your Personal Information, or at any other time, you believe the Personal Information that we hold about you is inaccurate, incomplete or out of date, please notify our Privacy Officer using the details set out in this Privacy Policy.

Where you notify us that your Personal Information is inaccurate, incomplete or out of date, we will take reasonable steps to correct the information unless we are authorised not to do so by law. Should we decline your request to correct your Personal Information we will provide you with a written explanation setting out the legal reasons for doing so.

## CONTACTING VERANDAH APARTMENTS

### Contact Details

Email: [stay@verandhapartments.com.au](mailto:stay@verandhapartments.com.au)

Phone: +61 (08) 6142 5890

PO Box 86 Northbridge WA Australia

### Feedback

If you have any comments, queries or concerns about our Privacy Policy or the way in which we handle your Personal Information, please contact our Manager using the details set out in this Privacy Policy.

### Complaints

Should you believe that we have not fulfilled our obligations under the Privacy Act, as applicable, have not complied with the terms of our Privacy Policy, or would like to appeal a decision made by us relating to your Personal Information, you can make a complaint in writing to our Manager using the details set out in this Privacy Policy. We will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

If you are unhappy with a response that you have received from Verandah Apartments, and if Privacy Act applies, you may direct your complaint to the Office of the Australian Information Commissioner (OAIC) in Australia. The details of the OAIC - listed on their website: [www.oaic.gov.au](http://www.oaic.gov.au)

## AMENDMENTS TO THIS PRIVACY POLICY

By using our website you agree to this Privacy Policy. Printed at the end of this Privacy Policy is last date that this Privacy Policy was updated. We may amend this Privacy Policy at any time.

Amendments to this Privacy Policy will be posted on our websites and will be effective when posted.

By using our website after any changes go into effect, you agree to those changes to this Privacy Policy. We encourage you to check our web site regularly for any updates to this Privacy Policy.

## LEGAL DISCLAIMER

We reserve the right to disclose the information we collect from you as required by law and when we believe that disclosure is necessary to protect the security and reliability of our website and to take precautions against liability. We may also disclose the information we collect from you to protect the safety of an individual and/or to comply with a judicial proceeding, subpoena, search warrant, court order, or an investigation related to public safety.

\*As amended 01 January 2018.