

# hotel: cremorne

## HOTEL POLICY: PRIVACY STATEMENT

Hotel Cremorne management are fully aware of issues surrounding identity theft in today's society and are committed to maintaining the privacy and security of every one of our patrons. We have strictly implemented the following guidelines to ensure the security of our patrons is of primary focus and upheld within the parameters of the Commonwealth Privacy Act.

### DUTY OF CARE

This establishment, in the interest of public safety, requires all patrons to present their valid identification (Driver Licence/ Proof of Age card) to be scanned upon entry. By presenting identification upon entry, the patron gives consent for the establishment to securely store their personal details for a period of up to 28 days or for the duration of their 'banned period', whichever is longer. The patron also accepts that this information may be accessed for incident investigation purposes by the Police or the Hotel Licensee.

### BANNED PATRONS

Management, under its duty of care, reserves the right to enforce a 'banned period' on any patron involved in anti-social or illegal behaviour. Information of banned patrons may be shared with other establishments operating the scanning program; entry into these establishments during a 'banned period' will be at the discretion of management at each location.

### PERSONAL PRIVACY

Scanned personal information is stored securely by the hotels Licensee. Under the Commonwealth Privacy Act 1988, a patron's personal details will not be shared with any third party with the exception of the police should an incident occur requiring Police involvement where personal details will be shared with the investigating officers without prior consent, as required by the Act. At no time will scanned personal information be used for promotional purposes by the hotel or any other third party

### 5 POINT PRIVACY PROTECTION PROTOCOLS

1. Four levels of password access
2. ID shield for the ID image
3. Watermarking of the ID image
4. Encryption of the ID image
5. Automatic staff access lockout to records



### CLARIFICATION

Clarification concerns on the ID requirements for entry into this establishment and requests for knowledge of your personal information are requested to be expressed in writing to 'The Establishment Manager'.

For further information on our Privacy commitment, please contact

Ben Carroll  
Licensee  
Hotel Cremorne  
Ph: 9909 8888

