



PRIVACY POLICY

Policy & Procedure

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theashbybarandbistro.com.au



thebrookbarandbistro.com.au



thegatebarandbistro.com.au



ashbyliquorsuperstore.com.au



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Privacy Policy

This Privacy Policy relates to the operations of Tenfold Hospitality Group ABN 57 106 990 934 and its subsidiaries (together, 'Tenfold Hospitality Group', 'we', 'us' or 'our') and it explains how we collect and use your personal information. We are committed to complying with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) (the Act).

Personal information is information that makes you reasonably identifiable.

Depending on your dealings with us, we may collect and store in our database: your name, address, phone number, and date of birth, payment information, photographs during events, and your product preferences.

How We Collect Your Information

We only collect solicited information that has been provided to us, by you. In the course of our business we may collect your personal information when you:

- Enter competitions or complete surveys.
- Provide information on our social media pages or use our apps.
- Use our website.
- Enter business card draws.
- Join member clubs.
- Make a booking.
- Complete a job application.
- Attend an event.
- Make a payment over the phone or on the internet.
- Send us an enquiry or provide feedback.
- Submit a proposal for sponsorship.

When making enquiries or providing feedback, you are able to choose to remain anonymous, however we may not be able to respond to you in this instance i.e. if you do not provide contact information when making an enquiry, we will not be able to provide a response.

Audio and Visual Recordings

By entering our venues, you acknowledge that from time to time we may take photos or videos of yourself and patrons for marketing purposes. If an image or video has been published of you and you would like it removed, please contact us using the details provided in this Privacy Policy. By entering our venues, you acknowledge that we view footage for your safety and the safety of others and to ensure compliance with all our Policy & Procedures are met.

Sensitive Information

We will only collect sensitive information from you if it is reasonably necessary for, or directly related to, our ability to provide you with a product or service i.e. if you are attending a function and have dietary requirements, you may need to disclose this information to us.

Website Use

When you use our website, we may collect and report on personal information depending on how you use our site. Information may be collected when you:

- Read, browse or download information.
- Fill in forms.
- Submit comments.
- Conduct a search.
- Access our apps or social media sites.

By using our site, you are consenting to us using your information within the bounds of this Privacy Policy and in line with Australia's privacy laws.

Cookie Use

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes, and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyze data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

How We Use Your Information

We will only use or disclose your personal information in ways that you would reasonably expect, in order for us to provide and market our products and services to you.

By providing us with your contact details, including such things as name, address, mobile number, or email address, you consent to us contacting you.

Whenever we contact you for marketing purposes we will give you the opportunity to opt-out of marketing communications. You may opt out of our direct marketing programs at any time by contacting us using the details provided in this Privacy Policy.

Data Quality and Security

We hold personal information in a number of ways, including in printed documents, electronic databases and email contact lists. Printed documents may be held at one of our venues, or archived in boxes and stored in secure offsite facilities. We take reasonable steps to:

- Ensure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant.
- Protect the personal information that we hold from misuse, interference and loss and from unauthorized access, modification or disclosure.
- Destroy or permanently de-identify personal information that is no longer needed for purposes permitted by the apps.

You can help us keep your information up to date by letting us know about changes to your details.

Disclosure

Who we may disclose your personal information to and why we may disclose your personal information to:

- Any person authorized by you i.e. Referees whose details are provided to us by job applicants.
- Financial institutions for payment processing.
- A mail house, records management company or technology services provider (for printing and/or delivery of mail and email, including secure storage and management of our records).
- A company who conducts surveys on our behalf for the purpose of improved customer services.
- Regulatory, investigative or government bodies to comply with applicable laws.

Cross Border Disclosure

We may disclose your information to an international third party provider i.e. for storing data via a cloud service. As cloud services can be accessed from anywhere in the world, it might not be feasible to know which country your information is held.

Accessing Your Personal Information & Seeking Corrections

You can access the personal information we hold on you at any time, within the boundaries of applicable privacy laws. We will take reasonable steps to ensure that the information we hold on you is accurate and up-to-date. Should we at any time feel that this may no longer be the case, we will contact you to request an update.

You can contact us at any time to correct the information we have for you by contacting (08) 9499 3399 or by emailing enquiries@tenfoldinvestments.com.au.

Complaints Handling

If you wish to complain about the way we have handled your personal information, please contact us using the details in this Privacy Statement. We will endeavour to handle your complaint within 30 days from receipt of all information from you regarding the complaint.

Contact details:
Tenfold Hospitality Group
PO Box 666, Balcatta WA 6914
(08) 6147 4500