

Rockpool Dining Group - Privacy Policy

1 What is this Privacy Policy?

Rockpool Dining Group Pty Ltd (ACN 607 717 206) of Level 2, 'Cleland Bond Building', 7-33 Playfair Street, The Rocks, Sydney NSW 2000 (**Rockpool Dining Group**) and its related companies (together **we, us** and **our**) own and operate a number of dining, hospitality and entertainment businesses (our **Venues** and **Brands**) as described on our website at <http://www.rockpooldininggroup.com.au/> (**Website**).

This Privacy Policy is intended to provide you with information about how we handle personal information that we collect from you when you visit one of our Venues, interact with one of our Brands or use our Website.

This version of our Privacy Policy was last updated on 18 April 2019. We may revise this Privacy Policy from time to time to reflect any changes in the law or the operation of our businesses. We will provide a notice that our Privacy Policy has changed on our Website when this is the case, for 30 days after the change has been made.

We may notify you of additional ways in which we handle certain personal information at the time we collect it from you, for example when we conduct a promotion, and any such notices apply in addition to this Privacy Policy.

2 What is personal information?

'Personal information' is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in material form or not.

3 What personal information do we collect?

(a) How do we collect personal information?

We typically collect personal information in the course of providing our dining, hospitality and entertainment offerings to you.

We normally collect personal information directly from you when you interact with us, or in limited cases from third parties. For example, we may collect information from a third party where you arrange for that third party to assist with an event at one of our Venues, you make a reservation via a third party reservation site or you make use of a third party loyalty program offer available at one of our Venues or promoted by one of our Brands.

Personal information may be collected by telephone, email, post, facsimile, when you visit our Website, via social media, in person when you visit one of our Venues, or in the course of a promotion (such as via online or in-venue promotional entry forms).

(b) What types of personal information?

Personal information collected from you may include details such as your name, phone number, email address, credit card details, third party loyalty program membership details as well as other information related to our provision of goods or services to you.

(c) Our Website

When you access and use our Website we will record and log for statistical purposes certain information about such access and use, including your IP address, the date and time of your visit, the parts of our Website you access during your visit, your actions on our Website, and the browser you are using. Where you make a purchase from our Website (such as a gift card) or make an enquiry (such as with respect to a group booking, venue hire or attending a workshop or masterclass) this information may be associated with you.

(d) Surveillance

When you visit one of our Venues, you may be subject to video surveillance for the purposes of ensuring the safety of our patrons and staff, to provide a record in the event of a dispute and to improve customer service. We retain this footage typically for a period of 15-30 days, or longer where required to by law or for the purposes of an investigation.

4 Anonymity

You may be able to deal with us anonymously or by using a pseudonym, but this may affect our ability to provide you with our goods and services in certain circumstances.

5 Our Website

Cookies are small text files placed on your device or computer by our Website which automatically collect information about you without you providing that information to us directly.

If you use our Website, some of the personal information referred to in section 3 may be collected through the use of cookies. Most browsers are set by default to accept cookies. However, if you do not wish to receive any cookies you may set your browser to either prompt you whether you wish to accept cookies on a particular site, or by default reject cookies.

Please note that rejecting cookies may mean that some of the functions on our Website will not be available to you.

6 How is your personal information used?

The personal information that we collect is generally used:

- (a) to provide you with our goods and services;
- (b) to maintain bookings and reservations at our Venues;
- (c) to contact you for promotional purposes as described in section 7;
- (d) to respond to your questions or suggestions;
- (e) to improve the quality of our products or services;
- (f) to better understand the characteristics of our customers, including working with third parties such as social media platforms to do so;
- (g) to improve the quality of your visit to our Website; and
- (h) as otherwise required or permitted by law.

7 Promotions and marketing

From time to time, we may contact you to promote, advertise, or outline offers relevant to you in relation to the goods and services we offer. This marketing is conducted in accordance with our obligations under law in respect of direct marketing, including that we only contact you for such purposes with your consent, or if you are a frequent patron of our Venues or Brands and we believe you would reasonably expect us to do so. You may opt out of receiving such information by contacting us as described in section 12 below, or by using any unsubscribe facility we provide for that purpose.

8 Disclosure of your personal information

- (a) We do not sell, rent or trade personal information to or with any other third parties.
 - (b) We may disclose your personal information to third parties where:
 - (i) that third party is a related company of the Rockpool Dining Group. Any such related company will only use and disclose your personal information in accordance with this Privacy Policy;
 - (ii) that third party is a contractor engaged to provide goods or services to us. This may include disclosure to contractors outside of Australia. Our agreements with such contractors generally require that they keep your personal information confidential, and that they only use or disclose your personal information for the purposes of providing those goods or services to us;
 - (iii) such disclosure is in connection with the sale of some or all of our business or assets; or
 - (iv) you have consented for us to share the information for this purpose, or the disclosure is required or permitted by law.
 - (c) Some of our IT service providers are located outside Australia, but otherwise your personal information is generally only stored, disclosed and used within Australia.
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9 Your rights

- (a) We will, on request, provide you with access to the information we hold about you, including for the purpose of correcting or updating that information, unless there is an exception to such disclosure which applies under the Australian Privacy Principles (**APPs**).
- (b) If you require access to your personal information, please contact us as described in section 12 below. Before we provide you with access to your personal information we will require some proof of identity. For most requests, your information will be provided free of charge, however, we may charge a reasonable fee if your request requires a substantial effort on our part.
- (c) If we refuse to provide you with access to your personal information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the APPs (unless it would be unreasonable to do so).
- (d) We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete, irrelevant or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

10 How we hold and secure your personal information

The security of your personal information is important to us. We take reasonable steps to prevent the personal information we hold about you from misuse, interference or loss, and from unauthorised access, modification or disclosure. This includes the use of technologies and processes such as access control procedures, network firewalls, encryption and physical security to protect the privacy of your personal information.

11 Links to other websites

Sometimes our Website contains links to other websites. When you access a website other than our Website (including third party reservation sites), we are not responsible for the privacy practices of that site. We recommend that you review the privacy policies of each website you visit.

12 How to contact us

- (a) If you have any queries or complaints with regard to our collection, use or management of your personal information, please contact:

A: Rockpool Dining Group
Level 2, Cleland Bond Building, 33 Playfair Street. The Rocks, NSW 2000

E: privacy@rockpool.com

T: 02 9259 5600

- (b) If you wish to make a complaint about an alleged breach of the Privacy Act, we ask that you send us your complaint in writing to the email address listed above. We endeavour to respond to complaints within a reasonable period (usually 30 days). If you are not satisfied with our response, you may make a complaint to the Office of the Australian Information Commissioner by phoning 1300 363 992 or by emailing enquiries@oaic.gov.au.