



YEHS HOTEL

Privacy Policy

YEHS Hotel values and respects the privacy of the people we deal with. YEHS Hotel is committed to protecting your privacy and complying with the Privacy Act 1988 and other applicable privacy laws and regulations. This Privacy Policy describes how we collect, hold, use, and disclose your personal information, and how we maintain the quality and security of your personal information. We'll update this policy when our information handling practices change.

What personal data is collected?

At various times, we may collect information about you and/or the persons accompanying you. Personal information is information that could identify you. This may include the following:

- Contact details (for example, last name, first name, telephone number, email, address).
- Personal information (for example, date of birth, nationality).
- Your credit card number (for transaction and reservation purposes).
- Information contained on a form of identification (such as an ID card, passport, or driver licence).
- Reservation information including your arrival and departure dates.
- Your preferences and interests (for example preferred floor, type of bedding, other interests).
- Your questions/comments, during or following a stay in one of our YEHS branded establishments.

The information collected in relation to persons under 18 years of age is limited to their name, nationality, and date of birth, which can only be supplied to us by the parent/guardian. We advise that parents/guardians ensure their children do not send us any personal data without your consent.

When is your personal data collected?

- Hotel daily functions:
 - Making a reservation.
 - During check-in and the payment process.
 - Throughout your stay when using service.
 - When providing feedback, complaints/disputes or making requests.
 - We use closed-circuit television and other security measures at our hotels that may capture or record images of guests and visitors in public areas, as well as information related to your location while on our properties via room keycards for the protection of our staff, guests and visitors to our hotels.
- Online interactions (for example, visiting the YEHS Hotel website, completing online forms or visiting our social media profiles).
- Third parties:
 - Tour operators, taxi, ride share companies, travel agencies (online or not), GDS reservation systems and others.



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This information may be collected in a number of ways, though typically we receive information from you by.

- Speaking to us on the telephone.
- Visiting our website, social media channels or via emails.
- Completing a form in relation to an upcoming stay at our hotels (such as a guest registration card or web booking/reservation).

What do we do with this information?

YEHS Hotel uses the personal information we collect from you for a number of purposes, all of which are essential for the efficient day-to-day operation of our business. Including but not limited to:

- Managing the reservation of rooms and accommodation requests.
- Provide you with the information, products, or services requested by you.
- Service improvements or service personalisation.
- Managing our business so that we can more accurately tailor the information, products and services we provide for repeat and future guests.
- Where necessary, share your stay information with a 3rd party for authentication purposes for use of services.
- Audit purposes to ensure our electronic hotel systems are accurately reflecting real information (hard copy).
- Complying with any legal and regulatory requirements.

Use of ‘Cookies’

YEHS Hotel may use of “cookies” while you are on our website.

When you interact with booking websites, websites collect information that identifies how you use that channel; such as the pages you visit, the number of visits to our sites or profiles and the amount of time spent on those sites or profiles. Cookies themselves do not contain personal information about you, they essentially operate as a unique identifier and assist websites to know what users find interesting on the sites.

Websites may also use Cookies and other technology (such as “pixels” assigned by Google or Facebook, links in emails, or similar technologies) to collect this information. Websites use this information to process reservation, assist with requests or to deliver online/ mobile advertisements and push messaging or content specific to your interests across multiple platforms such as a desktop or mobile devices...

Most web browsers are set to accept cookies, however, if you wish to remove these Cookies, or block future Cookies – you can change the settings on your individual device at any time. You can update your browser settings by utilising your browser’s “help” menu to learn how to remove or block Cookies. YEHS Hotel are not responsible for these settings.



Disclosure of personal information to third parties

In the ordinary course of our business, your personal information may be provided to a number of third parties. YEHS Hotel does not sell personal information or provide it to mailing list companies (information about our customers is one of our greatest assets and we treat it accordingly). Other people who might receive the personal information we collect include:

Other entities and people within the YEHS group:

- External service providers who assist us with marketing, and the provision of financial and legal services.
- Insurers, financiers, credit providers, courts, tribunals and regulatory authorities as agreed or authorised by law.

How do we store personal information?

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by telephone, mail, over the internet or other electronic media. We hold personal information in a combination of secure computer storage facilities and paper-based files, and take steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure.

We retain your personal data only for the period necessary for the purposes set out in this policy or in accordance with the provisions of applicable law. YEHS Hotel keep paper records for no more than 12-months after your date of departure. These paper records are then destroyed securely.

Data Security

Hotel management oversees our uses of personal information by this policy and the Commonwealth Privacy Act. In addition to this, the systems we use are password protected; with restrict access to only personnel who need that personal information to effectively provide services to you; having technological measures in place (for example, anti-virus software, fire walls).

YEHS Hotel trains our employees who handle your information to respect the confidentiality of customer information and your privacy, with breaches of your privacy taken very seriously.

Access correction of your personal information

You may ask YEHS Hotel to provide you with access to the personal information that we hold about you. To request access to the information we hold about you, please contact us in writing. We will require you to verify your identity and specify what information you require. We may charge a fee to cover the cost of verifying the



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application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise the likely cost in advance and can help to refine your request if required.

If you're having trouble exercising your rights, please contact our hotel management directly by sending an email to the address listed below in the complaints section.

Inquiries and complaints

If you consider that any action of YEHS Hotel breaches this Privacy Policy or the National Privacy Principles, you can make a complaint through one of the contacts below. We will endeavour to act promptly in response to a complaint.

If you are not satisfied with our response to your complaint, you can phone the Office of the Australian Information Commissioner hotline on [1300 363 992](tel:1300363992).

You can contact us about a privacy-related issue by e-mail, phone, facsimile or post;

Email: feedback@yehshotel.com.au

Address: 109, 252-258 Sussex Street, Sydney NSW 2000 Australia

YEHS Hotel has the right to update this 'Privacy Policy' at any time by publishing the changes online.

This policy was last updated on Friday 3 November 2023.