

## **PRIVACY POLICY & TERMS AND CONDITIONS**

The business ABN 49154662638 recognise the importance of your privacy and appreciate that your personal information is very important to you. We are committed to complying with our obligations under the Privacy Act 1988 (Cth) ("Privacy Act"), and in particular the Australian Privacy Principles ("APP's"). Where applicable, we will handle personal information relying on the related bodies corporate exemption and the employee records exemption in the Privacy Act and any other applicable exemptions in the Privacy Act or other legislation.

In this Privacy Policy "personal information" has the meaning set out in the Privacy Act. Basically, personal information is information or an opinion about an individual who is reasonably identifiable.

This Privacy Policy sets out key information regarding our collection, use, disclosure and storage of your personal information, and of your ability to access and correct it. We may amend this Privacy Policy at any time, at our discretion and without notice to you. Please check our Privacy Policy regularly for updates.

### **1. Types of personal information that we collect and hold.**

The type of personal information the business collects from or about you and holds depends on the circumstances in which the information is collected.

- We mainly collect information about your contact details (including your name, address, email address, phone, mobile numbers and social media handles).
- Other personally identifiable information may also be collected, such as demographic information about your age, gender and occupation.
- If you apply for a job, we may collect information about your work history and qualifications, including from your referees, along with the results of any testing we might ask you to undertake, with your consent, to assist us in considering your application.
- In addition to the types of personal information identified above, we may collect personal information as otherwise permitted or required by law.

### **2. How the business collects your personal information.**

We may collect personal information from or about you in a variety of ways. The most common ways we collect personal information are:

- we may collect personal information directly from you if you make an enquiry about bookings, functions or events.
- if you communicate with us online, including via our website or through social media channels

- if you participate in our marketing campaigns, product development, profiling, survey or research campaigns, including on our social media channels.
- if you apply for a job, we may collect information from you directly and from your referees.
- from publicly available sources.
- venue visitation registration.
- if you purchase a gift card online or via email.
- if you sign into any of our venue-WIFI.
- if you order/purchase any goods, services or tickets online (this include all digital - and communication platforms).

### 3. The purposes for which the business collects, holds, uses and discloses personal information.

The purposes for which we collect, hold, use and disclose your personal information will depend on the circumstances for which we collect it. In general, we may use and disclose your personal information for the purposes for which we collect it and related purposes which you would reasonably expect, for purposes which you consent, and as otherwise authorised or required by law. Specific purposes for which we collect, hold, use and disclose personal information include:

- to respond to your enquiries about our services or offers.
- to conduct analytics for the purposes of product development, market research determining preferred customer products or services and marketing and promotional activities. If we send you marketing material, we will ensure that you can 'opt-out' of receiving any future marketing material.
- if you are a member of any of our Apps, we can provide you with notifications and information about offers.
- to send you booking reminders.
- to contact you directly to obtain your feedback and find out your level of satisfaction with our service.
- to contact you if you are a winner of a promotion that you entered.
- if you apply for a job - to consider your application. We may also use your personal information for related secondary purposes. You can contact us at any time if you do not wish to receive marketing material. If you wish to unsubscribe from marketing material.

#### 4. Disclosure

Generally, we will only use your personal information in-house.

We will take reasonable commercial steps to ensure our employees keep your personal information confidential, not to use or disclose it for any purpose other than the purpose of performing their work for us, and in a manner consistent with the Privacy Act.

If we intend to use or disclose your personal information in a manner which is not consistent with this Privacy Policy, we will seek your consent to do so.

If you post information to certain parts of our website or to our social media channels, you acknowledge that such information may be publicly available.

We may provide links to other websites on our website. We are not responsible for the privacy policy and/or practices of those third-party websites and do not endorse the content or opinions expressed therein. You should be sure to read the privacy policy of any third-party website you choose to access.

#### 5. Access & Correction

You may seek access to your personal information that we hold about you and we will provide you with access in accordance with the APP's. We may require that you provide suitable identification for security purposes before allowing you to access your personal information.

We endeavour to maintain your personal information as accurately as reasonably possible. We rely on accuracy of personal information as provided to us both directly (from you) and indirectly. Therefore, it is very important that the personal information we hold about you is accurate, complete and up to date. If you become aware that any personal information which we hold about you is incorrect, incomplete, misleading, irrelevant or not up to date, please contact us using our details below to correct or update your personal information.

#### 6. Links, cookies and use of any of our company websites.

The business uses technology such as "cookies" and "pixel tags" on our website and in emails you have agreed to receive from us. The use of "cookies" and "pixel tags" is an industry standard and helps us monitor the effectiveness of our advertising and how visitors use our websites. A "cookie" is a small data element stored by your web browser on your computer system. If selected by you, our websites will store your username and password in a "cookie" to enable you to be automatically logged in when you return. Our website "cookies" do not store your email address or other personal information about you.

We use this technology to generate statistics and measure website activity to improve the usefulness of customer visits. During normal website usage we do not collect or store personal information such as your name, mailing address, email address or phone number.

Each time you access our websites, our server may deliver certain customised information, including ads, to you based on the data stored in your cookie. Third party vendors may show our ads on websites on the Internet and serve these ads based on a user's prior visits to our website and other Internet activity. We may also use analytics data supplied by third party vendors to inform and optimise our ad campaigns.

## **RESERVATION TERMS & CONDITIONS**

### **Relevant to all businesses involved - where applicable:**

All Bookings are subject to the following booking requirements:

Your table will be held for 15 minutes after your reservation time. If you are running late, please notify us on [reservations@honeysucklesocial.com.au](mailto:reservations@honeysucklesocial.com.au). If no prior notice is given or an acceptable timeframe for a late arrival your booking may be subject to cancellation. After this time the booking guarantee fee may be charged.

#### **1. Weekend reservations:**

Lunch bookings - 12:00pm reservations are subject to 1-hour 30mins. It is recommended to book the later timeslot if you require longer.

Dinner Bookings - 5:30pm & 6:00pm reservations are subject to a maximum 1-hour 45mins. It is recommended to book the later timeslot if you require longer.

Last minute cancellations are subject to our cancellation policy – please notify us 6 hours prior if you want to cancel you booking.

Verve Clicquot Lounge bookings are a non-refundable. Date changes subject to availability.

Please understand that our venue/s has alternate seating arrangements and your booking may be assigned to our lounge or high bar areas. If you have any specific requests please email [reservations@honeysucklesocial.com.au](mailto:reservations@honeysucklesocial.com.au). We will endeavour to assist you with such requests where possible.

## **PROMOTION TERMS & CONDITIONS**

### **Relevant to all businesses involved - where applicable:**

Please respect our terms and conditions with regards to all promotions / offers given to our customers. These terms and conditions are physically available in all venues, and familiarised by all staff members involved.

- 1) The customer must have a minimum age of 18 years (if the offer contains any alcohol).
- 2) Loyalty discounts and promotions are not valid in conjunction with any other offer.
- 3) Valid for a single transaction only.
- 4) Only valid with another purchase.
- 5) Can only redeem one offer per visit.

- 6) Only valid for redemption before the offer's expiry date.
- 7) Management reserves the right to withdraw the offer at their discretion.
- 8) No liability or representation are given with any good or services as part of these offers/vouchers.
- 9) The value of this voucher is not redeemable for cash and no change will be given if the value of the voucher is not used in its entirety in a single sitting.
- 10) The offer is redeemable only when presented at the time of ordering.
- 11) Any expenditure over the value of the voucher, must be settled by you at the time the bill is issued by us.
- 12) This voucher is not transferable under any circumstances.

**Contact details and complaints.**

If you have any concerns or questions about the way your personal information is managed and used by us or are concerned that an APP or the Privacy laws have been breached, please feel free to contact us.

We take its compliance with privacy obligations seriously. We will ensure that your complaint is registered with us and may request that you provide the complaint to us in writing. We will ensure that the complaint is referred to the right people within the organisation to investigate and respond to the complaint. Any response or action will be notified to you as soon as practicable.

Our contact details are as follow:

ABN 49154662638  
11 Honeysuckle Drive,  
Newcastle,  
NSW, 2300

Phone number: 02 4929 7790  
Website: [www.mysociallife.com.au](http://www.mysociallife.com.au)  
E-mail: [info@honeysucklesocial.com.au](mailto:info@honeysucklesocial.com.au)