Cobram Hotel Privacy Policy

1. Overview

Cobram Hotel, "we" are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and store personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. What Information We Collect

We may collect the following types of personal information:

- **Contact details** (e.g. full name, phone number, address, email, date of birth)
- **Date of birth** (to verify legal gambling age)
- **Identification documents** (e.g. driver's licence, passport or other ID for venue entry or self-exclusion programs)
- **Gaming activity data** (e.g. loyalty program participation, machine usage)
- **Payment and transaction details** (bank account details/financial statements)
- **Surveillance footage** (CCTV) for venue safety and compliance
- **Employment details** (if you apply for a job with us)

3. How We Collect Personal Information

We collect information in several ways, including:

- Directly from you (e.g. when you enter the venue, sign up for promotions or loyalty programs, or contact us)
- Automatically through your use of our services
- From third parties (e.g. regulatory bodies, payment processors)
- Open-source searches (e.g. Google, ABN Lookup, ASIC checks)

4. Purpose of Collection

We collect personal information for purposes including:

- Verifying your identity and age
- Managing your participation in promotions, memberships, or loyalty programs
- Monitoring and ensuring venue safety (CCTV)
- Managing self-exclusion requests and harm minimisation obligations
- Complying with legal and regulatory obligations (e.g. under the Gambling Regulation Act 2003 (Vic))
- Employment and recruitment purposes

5. Disclosure of Personal Information

We may share your personal information with:

- Regulatory bodies such as the **Victorian Gambling and Casino Control Commission (VGCCC), AUSTRAC.**
- Service providers and contractors who assist us in providing services
- Law enforcement or other government agencies where required by law
- Loyalty or gaming system providers

We do not sell your personal information to third parties.

6. Security of Personal Information

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access, including:

- Secure physical and electronic storage
- Staff training and confidentiality agreements
- Regular review of security protocols

7. Access and Correction

You may request access to the personal information we hold about you and request corrections if necessary. Please contact us using the details below.

8. Complaints

If you believe we have breached your privacy, please contact us. We take all complaints seriously and will respond promptly. If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

9. Updates to This Policy

We may update this Privacy Policy from time to time. The current version will be posted on our website and available at our venue.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or the way we handle your personal information, please contact:

Cobram Hotel
8-18 Station Street Cobram 3644
info@cobramhotel.com.au
03 58721015