



Colonial on Elizabeth Boutique Hotel respects the privacy of your personal information and is committed to ensuring its proper collection, storage, use and disclosure. Under no circumstances will information be sold or made available to marketing agencies or similar parties who are not part of Colonial on Elizabeth. The following Privacy Policy statement addresses relevant privacy issues and will explain how we go about treating your personal information.

If you have any further questions relating to this privacy statement, please do not hesitate to contact us by email on manager@colonialinn.com.au or phone 03 6331 6588

The Information we collect about you

The types of information we collect about you will depend on what services you use or products you acquire. This may include your name and address, your email address, your contact address, and credit card details. You may also have the option to comment or provide feedback on products or services, where you chose to supply information to us.

Our web server collects the following types of information for statistical purposes about visitors to the Colonial on Elizabeth Boutique Hotel

- [the number of users who visit the website](#)
- [the date and time of visits](#)
- [the number of pages viewed](#)
- [traffic patterns](#)

All of this data is anonymous and we will make no attempt to identify users or their browsing activities. The purpose of this information is to evaluate the performance of the website and to improve the content and format for its users.

Information customers provide

The type of information that we collect from you will depend on the products and services you require. You may choose to submit information to Colonial on Elizabeth when you elect to:

- [Make a booking or place an order from Colonial on Elizabeth](#)
- [Request information, prices, or rates be sent to you](#)
- [Submit a question or comment via our website Enquiry or Feedback forms](#)
- [Apply for or request further information on any of the Guest Reward or Marketing Programs that we administer](#)

Members of the general public may elect to participate in these programs and will be required to submit personal information through subscription forms, booking forms or requests for more information either through emails, response devices or other methods.

The purpose and usage of information collected

The information that we collect about you is used to help you access the services or acquire the products that Colonial on Elizabeth provides more easily. These products from within our organisation include accommodation, conferencing and food and beverage services. The information we collect from you is strictly confidential. We do not sell, rent, loan, trade or lease the addresses stored in our database to any third parties.

We may disclose the personal information, other information or data we collect from you if:

- You give us your consent
- You would reasonably expect us to disclose it for another purpose, and that other purpose is related to the purpose specified to you at the time of collection
- We are required by law or it is otherwise necessary, as contemplated by the Australian Privacy legislation

In this way we may use your information from time to time to send you out promotional material, which you may find of interest. If you do not wish to receive this material you may simply choose to unsubscribe from our mailing list and no further material will be sent to you.

Security of your personal information

Any personal information that we collect about customers including email addresses will be kept in the database of the Colonial on Elizabeth. We will take reasonable steps to ensure that the personal information we hold is protected against misuse and loss, modification or disclosure, and from unauthorised access, including restricting access of personal information only to employees who require it in order to fulfill our obligations to you.

We will not disclose any personal information to third parties outside our group, without your written authority (except to the individual to whom the personal information relates) unless we are required by law or it is otherwise necessary, as contemplated by the Australian Privacy legislation. In addition, we will comply with all legislation, principles, industry codes and policies by which we are bound (including without limitation the Privacy act 1988)

Your rights to access information

As a customer of Colonial on Elizabeth you also have the right to request access to the personal information that our companies have relating to your history, profile or membership.

You can access, update or correct your personal information upon request (by phone or email below), subject to any exemptions which may be applicable under the Australian Privacy Legislation. We may need to ask you some detailed questions to ensure that the information is accessed only by the appropriate person. In some circumstances you may need to put your request in writing.

If you have provided us with your personal details but would prefer not to receive any promotional material or product offers via direct mail or email, then please advise us on the contact details below

Contact Information for Enquiries

We take the privacy of your information seriously and it is important that you understand how we manage your personal information.

Please contact us if you believe:

someone has gained access to your personal information
we have breached our privacy obligations or your privacy rights in any way, or
you would like to discuss any issues about our privacy policy

We will try to satisfy any questions you have and correct any errors on our part.

You can contact us with requests or enquiries on Colonial on Elizabeth by phone, email or in writing as indicated below:

p: 03 6331 6588

e: manager@colonialinn.com.au

In writing:

The General Manager
Colonial on Elizabeth Boutique Hotel
31 Elizabeth Street

Launceston TAS 7250