

POLICY

Introduction

Protecting your privacy and the confidentiality of your personal information is very important to us. This policy explains why we collect personal information and how we collect, use, disclose, store and protect your personal information. It also explains how you can access, correct, update or delete any personal information provided to us or make a complaint if you have concerns.

We comply with the Australian Privacy Principles ('APPs') which regulate how we collect, use, disclose, store and protect your personal information.

This Privacy Policy applies to Empire Marina Lake Macquarie ABN 33 632 688 991 referred to in this document as 'we', 'us' or 'our'.

What is Personal Information?

Personal information is any information that can be used to identify you such as your name, address, telephone number or email.

What Personal Information do we collect?

We may collect personal information including your name, address, telephone number and email. We do not collect your financial information unless by prior written arrangement with management. If you receive a request to provide sensitive personal information, such as credit card details, in an email, do not provide this information because the request may be fraudulent. You can help us identify attempts at fraud—if anything suspicious occurs, please contact us.

Why do we collect personal information?

We collect your personal information from you to better allow us to communicate with you, improve your experience with us, process your payments, notify you in the normal course of business contact with you and will only be used by us for the stated purpose for which it was provided.

We may also collect information about how you use our website(s) or applications to help us better serve you. For example, we may do this when you click on a link from our website(s) or visit a website which displays our advertisements. This information is derived from cookies that identify the computer you used to access our website(s) or applications, and the cookies collect the time and date of your visit to the website; the pages and documents you have accessed or viewed; and the type of browser you are using. We do not use cookies to store your personal or financial information. You may refuse the use of cookies by selecting the appropriate settings on your browser, however, if you do this you may not be able to use the full functionality of our website.

What if you don't want us to collect your personal information?

You do not have to provide us with any personal information unless you want to. For example, it is your choice as to whether you deal with or receive communications from us. If you choose not to provide us with your personal information, we may be unable to provide you with information or deal with you.

Document Number -
EMLMPOL016

Revision - 1

Issue Date - 1st
November 2022

No of Pages - 2

Approved by -
David Randall



Signature

What if you don't want to receive any further communications from us?

At any time you can tell us that you do not want to receive such communications from us by unsubscribing online or by contacting our office.

When do we disclose your personal information?

Your personal information will not be used contrary to this Privacy Policy but we may disclose your personal information to third parties:

- For the purpose it was collected—eg to supply to you with something or respond to you;
- To enforce our legal rights or those of others;
- To prevent actual or potential fraud or illegal activity;
- Our Tenants on site ranging from boat brokers, marine mechanics, marine electricians, shipwrights or detailers; OR
- If we are required to do so by law

If personal information is disclosed to a third party, we are required to take reasonable steps to ensure your personal information is treated in accordance with the APPs.

How can I access, correct, update and/or delete personal information you have collected?

You may request access to your personal information we have by contacting our office. We will provide you with access once you have proved your identity. If your personal information is incorrect or you wish us to delete it, contact our office to update or delete it.

How do we store and protect your personal information?

Your personal information may be stored by us in various forms including both electronic and hardcopy. You should be aware that there are inherent risks associated with the transmission of personal information via the internet, however, we will take reasonable steps to maintain the integrity and security of any personal information we have stored, including taking reasonable steps to prevent interference and loss, misuse, unauthorised access, modification or disclosure of such personal information.

It is important that you protect your privacy by ensuring that no one obtains your personal information and you must contact us if your details change. If you do not wish to use the internet to transmit personal information you can mail or phone our office. If we no longer require your personal information for the purposes stated in this Privacy Policy or we have received it inadvertently, we will take reasonable steps to securely destroy or de-identify it as soon as practicable, as long as it is lawful to do so.

Do you have any questions or concerns?

If you have any questions about our Privacy Policy or if you have a complaint, please contact us with your concerns and we will endeavour to respond to your request within 30 days.

Mail: to The General Manager, Empire Marina Lake Macquarie, 1 Nanda St, Marmong Point NSW 2284

Phone: 02 4958 3333

Email: adminlm@empiremarinas.com.au