



PRIVACY POLICY

1. Introduction

Above 8 (hereinafter referred to as "we," "us," or "our") is committed to safeguarding the privacy of our customers. This Privacy Policy outlines our practices regarding the collection, use, and disclosure of personal information we receive from users of our services, including our website, booking systems, and email subscriptions. This policy is designed to comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Information We Collect

We may collect the following types of personal information:

- Identification Information: Name, contact number, and email address.
- Booking Information: Details related to reservations, including date, time, number of guests, dining preferences, and special requests.
- Payment Information: Credit card details or other financial data necessary for processing payments (in accordance with applicable security standards).
- Engagement Data: Information derived from interactions with our website and social media platforms, including data gathered through Meta API conversions.
- Promotional Information: Information provided through participation in promotions, contests, or surveys.

3. Methods of Information Collection

We collect personal information through various methods, including but not limited to:

- Directly from you when you make a reservation or interact with our services.
- Through our online booking system.
- Via email subscriptions and newsletters.
- Through your engagement with our social media content and advertisements.

4. Purpose of Collecting Information

Your personal information may be used for the following purposes:

- To facilitate and manage bookings and reservations.
- To communicate with you regarding your reservations and inquiries.
- To provide updates about events, promotions, and special offers with your consent.
- To enhance customer experience by personalising our services based on your preferences.
- To conduct marketing and promotional activities, including analysis of interactions with our advertisements (via Meta API).
- To ensure compliance with legal obligations.

5. Disclosure of Information

We may disclose your personal information to third parties in the following circumstances:

- To third-party service providers who assist us in delivering our services, such as payment processors and email marketing platforms.
- To platforms such as Meta (Facebook and Instagram) to facilitate tracking and analysis of advertising effectiveness.
- To comply with applicable laws, regulations, or legal requests.

6. Cookies and Tracking Technologies

We utilise cookies and similar tracking technologies to collect information about your interactions with our website and advertisements.

This data helps us tailor our marketing efforts and improve the effectiveness of our online presence. You can manage cookie preferences through your web browser settings.

7. Security of Your Information

We take appropriate measures to safeguard your personal information against loss or unauthorised access. However, please be aware that no data transmission over the Internet can be assured as entirely secure. While we strive to protect your information, we cannot guarantee the security of any information you transmit to us or receive from our online services, and you do so at your own risk.

In the event of a significant data breach that has occurred or may potentially occur (for instance, if your personal information is shared with unauthorised individuals), we will, where applicable, notify you as soon as reasonably practicable, as well as the Office of the Australian Information Commissioner regarding the actual or possible breach.

8. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request correction of any inaccuracies in your personal information.
- Withdraw your consent for marketing communications at any time.
- Request deletion of your personal information where permitted by law.

9. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law. Personal data collected may be retained for analytical purposes.

10. International Transfers

In certain circumstances, we may transfer your personal information to overseas recipients. We will ensure that such recipients are bound by privacy obligations that align with Australian privacy laws.

11. Changes to This Policy

We may revise this Privacy Policy from time to time. Any changes will be effective immediately upon posting the revised policy on our website. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

12. Contact Us

If you have any questions or concerns regarding this Privacy Policy or our privacy practices, please contact us at:

Above 8 Bar & Lounge
Travelodge Hotel Level 9, 6 Cross Street Hurstville 2220
(02) 9113 8888
marketing@icc.org.au