



PRIVACY POLICY

Introduction

The Queensland Hotels Association aims to build and maintain positive relationships with its members, stakeholders, clients, and the public by maintaining the highest standards of honesty, fairness, proper and ethical dealings, and confidentiality. Much of our business involves the collection, storage and transmission of information about people, businesses, and corporate entities, and the Association understands and accepts the requirement to protect the privacy and nature of the information held by it.

Purpose

This document explains the Association's privacy policy, and how it collects and manages the information given to and held by it.

Legislation

The over-arching legislation relevant to this policy is the Commonwealth *Privacy Act 1988*. This policy embrace the 11 National Privacy Principles enunciated in the Act.

Use and Disclosure

The Queensland Hotels Association will only use and/or disclose information for the purpose for which it was collected. The information collected by the Association is generally of two types:

- Personal information – information about individuals which is collected and stored on file generally in relation to applications for employment, applications for training, evaluative information, and information comprising resumes or CVs. It could include: names, mailing address, telephone numbers, email addresses, academic qualifications and so on. More sensitive information such as ethnic origin, religion, political orientation, criminal records or sexual orientation is not generally collected or held by the Association. Irrespective, the Association will not disclose any personal information to third parties without the specific, written consent of the owner of the information. This information is generally held on a paper or electronic file, and is securely destroyed at the end of the mandated holding period.

The Association may disclose personal information where it is under a legal obligation to do so, including circumstances where it is under a lawful duty of care to disclose information. The Association will tell the individual about this disclosure, unless doing so is itself unlawful.

- Information about businesses and organisations – as a peak industry body, the Association collects, stores, uses, manipulates and shares information about businesses and organizations in the hotel and hospitality industries. It also collects information to support its database of hotel and corporate members, and its corporate sponsors and industry stakeholders. Although much of this information is on the public record, the information can also include: postal address, telephone contact details, key appointments, and email and website information. This information is generally used for the purposes of conducting the business of the Association, including research, data interpretation, marketing, and statistical and issues analysis. The Association *does* disclose basic details of its membership information to QHA sponsor organizations, and to QHA Corporate Members, for marketing purposes.

Collection

The Association collects information provided by individuals and organizations from correspondence, application forms, and data collection forms such as questionnaires which are raised from time to time. Information from a wide range of areas such as training, business practice, workplace health and safety, employment and industrial relations, and marketing is collected in the normal course of the interaction between the Association and its members. When collecting information the Association, either through its website or through individual privacy notices on forms and letters, will tell a client:

- Who is collecting the information
- How the Association can be contacted
- The main purpose of collecting the information
- Whether the information will be disclosed to third parties
- Any privacy implication relevant to specific information collection activities (surveys etc)

Privacy Statements

Where feasible, and in good faith, the Association will place simple privacy statements on its published material, especially where that material is produced for the purposes of gathering or soliciting information. This includes application and census forms, questionnaires, contract documents, and forms used for the collection of personal information, such as recruitment material. Such statements will be along the lines : *Privacy Statement: The Queensland Hotels Association collects personal or corporate information in the conduct of its normal business activities. Personal information will be protected, and other information will be handled, in accordance with the requirements of the Privacy Act 1988 and the National Privacy Principles.*

Information and Data Security

The Association will take all reasonable precautions and steps to protect the personal and organizational information it holds from misuse, and from unauthorized access, disclosure, modification, or theft. This will include password protection of electronic records, security of stored information in locked cabinets, filing systems or rooms, and/or the physical protection of its records within locked and secured office spaces. Information of a particularly sensitive nature, including Registered Training Organisation training records, will be secured in a locked and fire-protected safe.

Access to Information Held by the Association

Individuals or organizations whose information is held by the Association will be given access to the information held by the Association upon request. Information or advice in relation to information may be obtained by visiting the offices of the Association or by contacting the Association Office Manager by telephone, email or in person. All reasonable requests will be met in a timely manner, unless prevented by a reason as detailed in the Act.

Points of Contact

The officers responsible for the administration of the QHA's Privacy Policy are:

- The Chief Executive; and
- The Office Manager.

Both of these members are authorized to respond to requests for information or advice relating to this policy.

Conclusion

The personal, commercial and general information of its clients is important to the Queensland Hotels Association, and the Association will take all reasonable measures to ensure that such information is protected and guarded, and not disclosed to those who are not authorized to access it. The Association will abide by the requirements of the *Privacy Act 1988*, and will review this policy from time to time to ensure its continued relevance.