**Leichhardt Accommodation Village** **Privacy Policy**

**Document Owner:** Village Manager
**Last Reviewed:** April 2025
**Next Review Due:** April 2026

**1. Purpose**

This Privacy Policy outlines how Leichhardt Accommodation Village collects, uses, stores, and protects personal information in compliance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. It applies to all guests, employees, contractors, and service providers.

**2. Scope**

This policy applies to all personal information collected by Leichhardt Accommodation Village in any format, including written, electronic, or verbal communication, whether collected directly or indirectly.

**3. What Information We Collect**

We may collect the following types of personal information:

* Full name, address, contact details (email, phone)
* Date of birth and identification documents
* Emergency contact information
* Employment details (for staff and contractors)
* Bank details (for payroll and transactions)
* Health or dietary information (when voluntarily disclosed by guests)
* CCTV footage for security purposes
* Internet and system access logs (for IT and security monitoring)

**4. How We Collect Personal Information**

We collect information:

* Directly from individuals (via forms, interviews, or online bookings)
* Through employment or service agreements
* From third parties with consent (e.g., recruitment agencies, booking partners)
* Automatically via CCTV or digital systems for security and operational purposes

**5. Why We Collect Personal Information**

We collect and use personal information to:

* Provide safe and comfortable accommodation services
* Manage bookings and guest services
* Employ and manage staff and contractors
* Maintain safety and security through monitoring and incident management
* Comply with legal obligations (e.g., workplace safety, tax, or employment laws)
* Respond to inquiries, feedback, or complaints

**6. Use and Disclosure of Information**

We will only use or disclose personal information for the purpose it was collected, unless:

* The individual has consented
* It is required or authorised by law
* It is reasonably necessary for enforcement activities, health and safety, or legal proceedings
* We are engaging third-party service providers who are bound by confidentiality obligations (e.g., payroll processors, IT support, or security companies)

**7. Data Storage and Security**

We take all reasonable steps to protect personal information from loss, misuse, unauthorised access, modification, or disclosure, including:

* Secure electronic storage (e.g., password-protected systems)
* Locked physical file storage
* Restricted access based on job roles
* Use of secure platforms (e.g., Employment Hero, encrypted email)
* Regular staff training on privacy and confidentiality

**8. Access and Correction**

Individuals have the right to:

* Request access to their personal information
* Request correction of inaccurate or outdated information

Requests can be made by contacting the Village Manager. We will respond within a reasonable timeframe and may require identification to verify the request.

**9. Data Retention and Disposal**

We retain personal information for as long as necessary to fulfil the purpose for which it was collected or as required by law (e.g., 7 years for employment records). Information is securely destroyed or de-identified when no longer required.

**10. Complaints and Inquiries**

If you have a concern or complaint about how your personal information has been handled, you can contact us at:

**Senior Village Manager – Leichhardt Accommodation Village**
18 Bacon Street, Moranabah QLD 4744
07 – 4941 7186
office@lavmoranbah.com.au

We will acknowledge your complaint within 5 business days and aim to resolve it within 30 days. If you are not satisfied, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

**11. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in law or our operations. The latest version will always be available to staff and guests upon request.

**Approved By:** Scott Clements
**Position:** Director
**Date:** 10th April 2025