

## **Wilson Brewing Company – Privacy Policy**

**Wilson Brewing Company Tavern** ("we", "us", "our") is committed to protecting the privacy of our customers, visitors, and business partners. This Privacy Policy explains how we collect, use, disclose, store, and protect personal information, and how individuals can access and correct their information.

This policy is prepared in accordance with the **Australian Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

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### **1. What is Personal Information**

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether recorded in a material form or not.

Examples of personal information we may collect include:

- Name
  - Contact details (email address, phone number, postal address)
  - Date of birth (for age verification)
  - Payment details (processed securely via third-party providers)
  - Reservation and event booking details
  - Employment application information
  - Feedback, enquiries, or correspondence
  - CCTV footage recorded on our premises
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### **2. How We Collect Personal Information**

We may collect personal information in a number of ways, including:

- When you make a booking or reservation
- When you place an order or make a payment
- When you sign up to our mailing list or promotions
- When you enter our premises (including via CCTV)
- When you apply for employment with us
- When you contact us via phone, email, social media, or in person
- When you participate in events, competitions, or surveys

Where reasonable and practicable, we will collect personal information directly from you.

### **3. Why We Collect, Use, and Disclose Personal Information**

We collect, use, and disclose personal information for purposes including:

- Providing food, beverages, and hospitality services
- Managing bookings, reservations, and events
- Processing payments and preventing fraud
- Verifying age and complying with liquor licensing laws
- Responding to enquiries and customer feedback
- Marketing and promotional communications (where consent has been given)
- Managing employment applications and staff records
- Ensuring the safety and security of patrons, staff, and property
- Complying with legal and regulatory obligations

We will only use or disclose personal information for the purpose it was collected, or a related purpose that you would reasonably expect, unless otherwise required or permitted by law.

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### **4. Direct Marketing**

We may use personal information to send marketing communications about our products, services, events, or promotions.

You may opt out of receiving marketing communications at any time by:

- Using the unsubscribe link in our communications, or
  - Contacting us using the details set out below.
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### **5. Disclosure of Personal Information**

We may disclose personal information to:

- Employees and contractors who need the information to perform their duties
- Third-party service providers (such as booking platforms, payment processors, IT and marketing providers)
- Regulatory authorities, law enforcement agencies, or government bodies where required by law

We take reasonable steps to ensure that third parties handle personal information in accordance with applicable privacy laws.

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## **6. Overseas Disclosure**

Some third-party service providers may store or process personal information overseas (for example, cloud-based booking or marketing platforms). Where this occurs, we take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with Australian privacy requirements.

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## **7. Security of Personal Information**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These steps include physical, electronic, and managerial safeguards.

When personal information is no longer required, we take reasonable steps to destroy or de-identify it in accordance with legal requirements.

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## **8. Access and Correction**

You may request access to personal information we hold about you, or request correction of that information, by contacting us using the details below.

We will respond to requests within a reasonable time and in accordance with the Australian Privacy Principles. In some circumstances, we may refuse access as permitted by law.

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## **9. Cookies and Online Services**

If you visit our website or use our online services, we may collect information such as IP address, browser type, and usage data through cookies and similar technologies. This information is used to improve our website and services.

You can manage cookies through your browser settings.

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## **10. Complaints**

If you believe that we have breached your privacy, you may lodge a complaint by contacting us using the details below. We will investigate the complaint and respond within a reasonable time.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

## **11. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. The current version will be available on our website or upon request.

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## **12. Contact Us**

For questions, requests, or complaints relating to privacy, please contact:

### **Wilson Brewing Company Tavern**

Email: [venuemanager@wilsonbrewing.com.au](mailto:venuemanager@wilsonbrewing.com.au)

Phone: 08 841 1733

Address: 72 Stirling Terrace Albany WA 6330

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**Last updated:** 16<sup>th</sup> December 2025