BAYSIDE HOUSE

ST KILDA, MELBOURNE

PRIVACY POLICY

Bayside House treats personal information and personal data ('personal data') provided to us with respect and integrity.

This privacy policy applies globally to Bayside House and the personal data that we collect online through your use of our website baysidehouse.com.au including all country-specific websites and any other websites operated by any member of Bayside House, ("website") or offline through your interactions with us.

Your consent

By providing your personal data to us you consent to the collection, processing and use of your personal data as described in this Privacy Policy.

What information do we collect and how do we collect it?

We usually collect personal data directly from you, including over the telephone, by correspondence (e.g., letter, fax or email), electronically or in person. However, we may also collect personal data from third parties with whom we do business. In regards to personal ID, Bayside House will not take ID that is presented electronically (whether that's over phone or via email). Physical ID must be presented over the counter for all guests.

Specifically, personal data may be collected when you:

1. Stay with us:

- Book a room
- Check-in and pay
- Eat at one of our partner bars or restaurants during a stay
- Requests, complaints and/or disputes.

2. Participate in marketing programs or events:

- Sign up for loyalty programs

- Participation in customer surveys
- Online games or competitions
- Subscription to newsletters, in order to receive offers and promotions via email.

3. Participate in one of our tour products:

- Book a tour product
- Pay
- Sign waivers
- Purchase merchandise or photograph packs

4. Interact with third parties:

- Tour operators, travel agencies, reservation systems, and others

5. Engage with us electronically:

- Connection to the Bayside House website (IP address, cookies)
- Online forms (online reservation, questionnaires, Bayside House pages on social networks).

What do we use your personal data for?

Any of the personal data we collect from you may be used in one of the following ways:

- To personalize your experience. (your information helps us to better respond to your individual needs)
- To improve customer service. (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions
- Your personal data will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever without your consent, other than for the express purpose of delivering the purchased product or service requested.

- To administer a contest, promotion, survey or other site feature
- To send relevant targeted advertising to you on third party websites
- To send periodic emails

In all cases, we will collect personal data about you that is relevant to our business relationship with you. In some cases, we may be required to collect and retain certain types of personal data by law.

The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt out instructions provided in the communication.

How long do we retain your personal data?

Personal data is only retained for as long as it is necessary for the identified purposes, to the extent necessary for purposes reasonably related to those identified purposes (for example, resolving disputes) or as required by law.

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal data they provide in their user profile. All users can see, edit, or delete their personal data at any time (except they cannot change their username) Website administrators can also see and edit that personal data.

How do we protect your personal data?

We implement a range of security measures to protect personal data from misuse, interference or loss and unauthorised access, modification and disclosure with appropriate safeguards and security measures and restrict access to those who have a legitimate business purpose and reason for accessing it. We store most data about

you in computer systems and databases operated by either us or our external service providers. However, safeguards and security measures apply to personal data in both electronic and hard copy form. To this end, we have taken technical measures (such as firewalls) and organizational measures (such as a user ID/password system, means of physical protection etc.).

Bayside House uses a highly secure PCI-Compliant payment gateway provided by Stripe to handle all credit card transactions on this website. At no time will credit card information be stored or divulged to any third-party other than for the purpose of processing payments.

We make every effort to follow industry standard security measures to prevent the loss, misuse and alteration of the information under our control. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway provider's database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private financial information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

IP Addresses

No attempt will be made to identify users or their browsing activities except in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect server logs. The statistics and log files may be preserved indefinitely and used at any time and in any way necessary to prevent security breaches and to ensure the integrity of the information supplied by Bayside House. In general on our websites, IP addresses are logged to track a user's session while the user remains anonymous. We analyse this data for certain trends and statistics, such as which parts of our site users are visiting and how long they spend there.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites

or service providers systems to recognize your browser and capture and remember certain information.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

We use cookies to help us remember and process the items in your shopping cart, understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders over the telephone or by contacting customer service.

Who do we share your personal data with?

We may release your personal data when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

We do not sell, trade, or otherwise transfer to outside parties your personal data. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. In addition, we may disclose, use, aggregate, anonymous, pseudonymised or de-identified information about users for marketing, advertising, research, compliance, or other purposes.

We may transfer personal data to countries other than the country in which the data was originally collected. These countries may not have the same data protection laws as the country in which you initially provided the information and may not provide the same level of protection. By providing your personal data to us you

consent to the transfer of your personal data to a country other than your own. Your personal data may be stored, accessed, used, maintained or processed in accordance with this Privacy Policy and applicable data protection laws in Australia. Where your personal data is collected within the European Economic Area ("EEA"), it will only be transferred outside of the EEA where an adequate level of protection for your rights as a data subject can be ensured, and where the transfer is otherwise in accordance with relevant data protection laws.

Third party linked sites

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Embedded content from other websites

Articles on this website may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

Queries

Your personal data held by us should be accurate, complete and kept up to date. You have the right to access your personal data collected by Bayside House and to modify it subject to applicable legal provisions. If you wish to request access to, correction of, an update to or erasure of your personal data, you can contact us using the contact details set out below. In most circumstances we will allow you access to your personal data (including where you wish to verify your personal data). However, access may be refused where we are permitted or required by law

to refuse access to such data. If we refuse your request to access your personal data, we will provide reasons for the refusal.

If you live in certain countries, you may be entitled to request a copy of the personal data relating to you which we hold. If you wish to exercise this right, please contact us on the details set out below. There is no fee for requesting that your personal data be corrected or for us to make corrections. We reserve the right to charge a fee (where permissible) to cover the reasonable costs incurred by us in processing your request to access your personal data, such as photocopying, administration and postage costs. Contact details: hello@baysidehouse.com.au

Changes to our Privacy Policy

If we change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below. We recommend that you consult it regularly, particularly when making a reservation at our hostel.

This policy was last modified on 4/04/2022