

Introduction

Clarion Suites Gateway is committed to providing the highest level of customer service, including the protection of the privacy of our customers. Clarion Suites Gateway does not sell or make available your information to any marketing agencies or database not associated with Clarion Suites Gateway. Clarion Suites Gateway complies with the National Privacy Principles contained in the Privacy Act 1988.

What kind of personal information do we hold?

Personal information is defined as information or an opinion that can identify a person. The type of personal information collected by Clarion Suites Gateway from its customers depends on the type of transaction you are undertaking with us. If you are making a reservation then only the information required to effect and confirm the reservation will be collected.

How do we collect your personal information?

Clarion Suites Gateway collects personal information in various ways, including: when you are making a booking through our centralised reservations system, through the Global Distribution System (GDS) or through our website.

How do we use your personal information?

Your personal information may be used in order to: Provide the services that you require; Administer and manage those services; including billing; Conduct appropriate checks for credit-worthiness; Maintain and develop our business systems and infrastructure; including testing and upgrading of these systems.

Communication by Email

If you send an e-mail message and/or attachments to any recipient at Clarion Suites Gateway, the information that you send will be collected and retained by us through our automatic storage and back up system, which records each e-mail received. This information may be shared with our related entities and properties within the Choice Hotels Australasia network. This information will only be used for the purpose for which it was sent, and where necessary, to investigate and/or discipline employees.

How can you access your personal information held by us?

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

How can you complain if you believe that we have breached the Privacy Act?

If you have any question in regard to privacy, please contact our hotel and we will simply remove your listing from our files. Clarion Suites Gateway reserves the right to change this Privacy Statement from time to time so as to reflect the particular information, collection and handling practices of the company. For further information about privacy issues and the protection of privacy, please visit the Australian Federal Privacy Commissioner's website at www.privacy.org.au