

Our Privacy Policy

At the Peninsula Hotel, we are committed to protecting the privacy and security of your personally identifiable information ("PII") in accordance with accepted privacy principles as described in this policy.

This policy was last adjusted on 20th September 2021.

We reserve the right to modify or amend this policy at any time and for any reason. Any material changes to this privacy policy will be posted prior to their implementation. Questions regarding this policy should be emailed to privacy@deangroup.com.au

What information we collect:

We only record PII and other information that we reasonably require to do business with you.

In an effort to keep our service as simple and easy as possible, we do not create, use or store profiles of our customers other than for the purposes of our dining or accommodation correspondence (see details below).

We collect PII when you:

Make a booking. We collect your full name, email address, phone number and guest/diner details each time you make a booking with Peninsula Hotel. We will also collect credit card information, including card number, card type, security number, cardholder name, expiry date and issuing bank to pay for services purchased through Peninsula Hotel.

Subscribe to our Peninsula Hotel newsletter. We collect email addresses, names, city of residence and communications preferences from people who elect to subscribe to the Peninsula Hotel newsletter.

Participate in surveys, promotions and competition information. Occasionally, we may offer site visitors or newsletter recipients an opportunity to participate in a survey, promotion or competition. The PII we collect when you participate in a survey, promotion or competition may include your full name, email address, telephone number and street address.

Are involved in a card payment dispute. If a card payment occurring on our site is disputed, we may request from the supplier of the booked service a copy of the photo ID and other check-in details provided to them. This information may be used by us in connection with the dispute.

Contact [Peninsula Hotel](#). We collect PII such as your full name, email address and/or telephone number and feedback whenever you submit an enquiry or suggestion, provide feedback or comments or request assistance with a booking.

How we use your information:

We use your PII only for the purpose of providing our services and communicating with you in relation to bookings and deals.

Ease of booking. We will create a profile for you with your basic details, this is done to reduce the information required next time you make a booking. Your full name, email address, phone number, credit card type, and name on card are the only details stored.

Communication - What's on! We will only send Peninsula Hotel newsletters to people that have opted in to receive them. Our newsletters provide information about deals which are deemed to be valuable to our customers, and will occasionally offer incentives for completing surveys or participating in competitions or promotions. We use the individual preferences provided to us by newsletter subscribers and their interactions within our newsletters and site to tailor the relevance of our newsletter content. Subscription to our newsletter occurs either through a user requesting to add their email address in the subscribe box that appears on the Peninsula Hotel website, during the booking process, or entering a competition that requires subscription to our email list. **Our newsletters may contain paid advertising material.*

Bookings. Information collected when you purchase or book any of the services at the Peninsula Hotel is used to charge your credit card and deliver your booking confirmation electronically. We may contact you about your booking with related offers from us we think may be of interest to you. We may also contact you about your experience/stay for customer service and feedback purposes, or to make any changes or cancellations to your booking.

Feedback/Responses. We will use your email address and/or telephone number to contact you when you submit a question or suggestion.

Who we share your information with:

We do not disclose any information about customer bookings to anyone other than the customer or persons who can verify they are authorised by the customer in relation to the booking, except in the following circumstances:

Service providers: We work with online payment gateway and fraud detection providers to enable secure credit card transactions on Peninsula Hotel. We provide credit card information (where applicable) relating to bookings to enable them to process and screen the payment on our behalf. We work with a third party email service provider to facilitate our newsletter marketing campaigns using the information described in this policy. They are not permitted to use your email address or share personal information for any other purpose.

Legal obligations: We may be required by law to disclose your **PII**. We may also disclose information against someone who poses a threat to our interests (such as customer fraud) or whose activities could cause harm to others.

How you control and access your information:

We believe that site visitors and customers should have control over the collection and use of their PII. If at any time you would like to either change your email address with us, update your newsletter preferences or unsubscribe from our newsletter you can:

Send an email to privacy@deangroup.com.au advising that you would like to unsubscribe, change your preferences or change your email address. Be sure to include details of your old and new email addresses for changes

If at any time you want to enquire about any of your **PII** that we store, please [contact us](#).

How we protect your information:

To ensure the confidentiality of your **PII**, we use leading security technology and procedures that are regularly reviewed and updated.

We will never ask you to send us credit card information by email and we never store any “ccv” credit card security numbers.

Booking over the phone:

Remember that you can contact us on 08 82481171 if you are more comfortable providing your credit card details over the phone.

More information

[Contact us](#) if you'd like any more information about how we protect your personal information.