

PRIVACY POLICY

Dean Group of Hotels – South Australia

1. Introduction

The Dean Group of Hotels is committed to protecting the privacy of personal information collected from guests, customers, and patrons.

This Privacy Policy explains how and why we as a Venue collect, use, disclose and store personal information in accordance with the Privacy Act 1988 (Cth), Australian Privacy Principles, and applicable South Australian regulatory requirements.

This policy applies to all venues within the Dean Group, including Hotel Accommodation, Food and Beverage Services, and Gaming Operations.

2. What Information We Collect

We collect personal information that is reasonably necessary to provide our services and to comply with legal and regulatory obligations.

General information may include:

- Full name
- Phone number
- Email address
- Residential address

Accommodation and booking information may include:

- Guest details inclusive of booking history
- Identification (where required at check-in)
- Payment and billing details
- Special requests or preferences

Payment information may include:

- Credit/debit card details (processed securely via third-party providers)
- Transaction records



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WALKERS ARMS

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MACS HOTEL
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481 VICTORIA ROAD
TAPEROO SA 5017
P: 08 8248 1171

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Gaming and financial transaction information may include:

- Government-issued identification (e.g. driver's licence or passport)
- Date of birth
- Copies or records of identification documents
- Transaction details (including payout amounts and payment method)
- Banking details to complete transactions where Electronic Funds Transfer (EFT) is requested
- Copies and records of payout tickets from EGM

Marketing & communications information may include:

- We collect email addresses, names, city of residence and communications preferences from people who elect to subscribe to the venue newsletters.

3. How We Collect Your Information

We collect personal information in a variety of ways, including:

- When you make a booking or enquiry
- During check-in or while staying at our venues
- When making a payment or requesting an EFT transaction
- When participating in gaming activities, including payouts
- When interacting with staff in relation to services or transactions
- Through surveillance systems (such as CCTV) where used for safety and security purposes
- Through third-party booking or payment platforms

4. Why We Collect Your Information

We collect, use and hold personal information for the following purposes:

- Processing bookings for accommodation stays
- Processing dining bookings for Restaurant and Bar
- Processing payments, including EFT transactions
- Verifying identity where required
- Responding to enquiries and feedback
- Maintaining venue safety and security
- Preventing fraud and unlawful activity

Compliance with legal obligations:

Dean Group is required to collect, verify and retain certain personal information to comply with Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) laws and South Australian gaming regulations. This includes identity verification (KYC), transaction monitoring and other reporting obligations required under AML/CTF laws, included for certain transactions and payouts

In circumstances where we are legally required to collect this information, we may be unable to proceed with a transaction if required personal information is not provided

We only use personal information for the purposes for which it was collected, or as otherwise permitted by law

5. Disclosure of Personal Information

We may disclose personal information to the following parties:

Service providers:

- Payment processors and financial institutions
- IT and system providers
- Booking and reservation platforms

Regulatory and legal authorities:

We may disclose personal information where required or authorised by law, including to AUSTRAC, South Australian regulators, and law enforcement agencies.

We may be required to submit reports relating to certain transactions and are prohibited by law from notifying individuals where such reports have been made.

Information may be shared between venues within the Dean Group where necessary for operational, compliance, and regulatory purposes

6. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy, including legal and regulatory requirements.

Certain records, including identification and transaction records collected for AML/CTF compliance purposes, are retained for a minimum of seven (7) years.

Records are managed in accordance with internal data management procedures to ensure consistency, traceability and secure handling across all venues

Emails holding personal data will be deleted from the mail server – inclusive of inbox, sent, deleted and scanned folders

Hard copy documents kept will either be professionally destroyed by a 3rd party company who specialises in sensitive document destruction, or shredded at venue level and disposed of accordingly – this will occur after the allocated withholding time has been reached – until this time documents will remain in locked storage with access to approved managers only.

7. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure.

- Secure storage systems, including controlled access for EFT and AML/CTF documentation
- Restricted staff access
- Use of trusted third-party providers

8. Access and Correction

Individuals may request access to, or correction of, their personal information by contacting the Dean Group using the details below.

If you believe your privacy has been breached, you may lodge a complaint to the listed email. We will respond within a reasonable timeframe

9. Optional Programs and Marketing

Participation in any rewards or promotional programs offered by Dean Group venues is voluntary. Separate terms and privacy information will apply at the time of registration. Individuals may opt-in or opt-out of marketing communications at any time.

10. Updates to This Policy

This Privacy Policy may be updated from time to time. The most current version will be available upon request or via the relevant venue. This policy was last adjusted on 15th May 2026.

11. Contact Details

Dean Group Privacy Contact:

- Email: privacy@deangroup.com.au
- Phone: 08 8423 2460