

Privacy Policy

This policy applies to the accommodation aspect of Hotel Hound's activities.

A. General

1. Hotel Hound's reservation centre provides accommodation and related services via its online & telephone services.

2. Hotel Hound recognises the Privacy concerns of its customers, clients, guests, contacts and the users of its Web Site.

3. Hotel Hound will review this Privacy Policy ("the Policy") periodically and reserves the right to modify this Policy from time to time in whole or part. You should review the Policy on Hotel Hound's Web Site periodically to ensure that you are updated on any changes.

4. This Policy applies to on line and off line interactions and or transactions.

5. In this Privacy Policy any reference to:

The "Privacy Act" is to the Privacy Act 1988 and any amendments.

Hotel Hound is to Hotel Hound Pty Ltd and its associated companies which collectively via a Pty Ltd structure provide accommodation reservations and related services.

"Hotel Hound's Listings" means a hotel, apartment or any general accommodation premise providing accommodation services on any part of Hotel Hound's web site.

The "National Privacy Principles" means the National Privacy Principles for the Fair Handling of information set out in the Privacy Act.

"Personal Information" means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

The "Web Site" refers to the official Hotel Hound Web Site(s)

- www.HotelHound.com.au
- www.AdelaideHotels.com.au
- www.BrisbaneHotels.com.au
- www.CanberraHotels.com.au
- www.DarwinHotels.com.au
- www.HobartHotels.com.au
- www.HotelsSydney.com.au
- www.MelbournesHotels.com.au
- www.PerthHotels.com.au

6. Personal Information may be held at Hotel Hound's head office.

7. Hotel Hound's contact details in relation to privacy matters are C/- Privacy Officer:

Hotel Hound Pty Ltd
PO Box 598 Kalamunda
WA 6926

B. Collection

1. We will only collect Personal Information if it is necessary for one of our functions.
2. We will collect Personal Information in a lawful and fair way and not in an unreasonably intrusive way.
3. Where possible we will make the provision of Personal Information optional.
4. It is necessary for us to collect Personal Information to carry out a number of functions, including but not limited to;

Completing a booking for you or your agent either on-line or offline via Hotel Hound's online or offline reservations service. This may involve the collection of information from an agent e.g. on line, a travel agent or computer booking service;

Providing further information pursuant to a request;
Where you submit a request for a Brochure and or Special offer;
Where you provide feedback, queries or cancellations about Hotel Hound either off line or on our Web Site; and if you enter a Hotel Hound competition.

5. We may collect, use and disclose non personal information such as:

The source of bookings and statistics in relation to bookings;
The source of users of the Web Site (e.g. Internet Service Provider, country), statistics on the number of users etc (see Item C below).

C. Cookies & Links (For Web Site users)

1. A "cookie" is a piece of electronic information that is stored on your browser by the Web Site. The Web Site can then refer to that cookie to remember the context of the current user.
2. Hotel Hound's Web Site only uses session cookies. Session cookies hold transient information about the current user's context (within a single "session") rather than between visits. Session cookies delete themselves each time you close or re-open your browser, or after 2 hours (whichever comes first), leaving no trace of Personal Information anywhere - neither on the Web Site, nor on the browser.
3. These session cookies are necessary for the user to browse the Web Site (i.e. you are not able to use the site if you disable the cookies). The session cookies are not stored in the "Windows/Cookies" or the "Windows/Temporary Internet Files" folders or on disk in any way.
4. Hotel Hound Web Site uses cookies for identification information. It does not use cookies for; tracking the behavior of individual users; or to store Personal Information.
5. Hotel Hound's Web Site may from time to time contain advertisements placed by third party companies or links with other web sites. Web sites associated with those third party companies or accessed via these links may contain cookies which may operate differently and collect personal information by different methods. We strongly suggest that you check the Privacy Policies of these sites.

Hotel Hound does not monitor these sites and is not responsible for their content. If you link to another web site you do so at your own risk. Hotel Hound makes no warranties regarding these web sites and takes no responsibility for any Privacy Policies or practices of any sites linked to the Web Site.

D. Use of Personal Information

1. We will use the Personal Information which we obtain from you (or your agent) to meet the purpose for which the information was provided.
2. We may use non-personal data for various purposes including, amongst other things analysis, improving our processes, services and products.
3. You may notify us if you do not want to receive direct marketing communications or any communications from us, by notifying the Privacy Officer. In the case of e-mail communications or offers, you will have the additional option to unsubscribe where indicated.
4. Hotel Hound will not sell or trade your Personal Information to third parties without your consent

E. Disclosure of Personal Information

1. The Personal Information that you have submitted may be disclosed to a third party to the extent necessary to provide the service that you have requested be transacted by Hotel Hound or to meet the purpose for which it was submitted.
2. Where you make a booking via Hotel Hound's Web Site or via Hotel Hound's telephone or fax service, the Personal Information that you submit will be disclosed to the property that you (or your agent) are booking in order to complete the reservation;
3. In order to operate our systems and Web Site, from time to time we may engage contractors for a variety of purposes e.g. to assist us with mail outs. Where this is necessary we will obtain their agreement to comply with the National Privacy Principles.
4. Personal Information may be disclosed to a third party if;
the disclosure is permitted by the National Privacy Principles;
the disclosure is required or authorised by law;
Hotel Hound believes that the use or disclosure is necessary:
 1. to lessen or prevent a serious and imminent threat to an individual or public health and safety;
or
 2. to disclose to an enforcement body or relevant authority as permitted by the National Privacy Principals
4. We have advised you that it will be disclosed to a particular third party at the time of collection or in this Policy.

F. Access

1. Should you seek access to your Personal Information, please forward a written request to the Privacy Officer.
2. We will provide access to Personal Information in accordance with the requirements of the Privacy Act. We may charge reasonable fees for access.

G. Accuracy

1. We will take reasonable steps to ensure that the Personal Information that we collect is accurate, complete and up to date.

H. Security

1. We will take reasonable steps to protect the Personal Information we hold from misuse and loss and from unauthorised access, modification or disclosure.
2. Hotel Hound has taken the following measures to help secure the Personal Information submitted via the Hotel Hound Web Site(s).

Reservations: The Reservation Request Forms on the Hotel Hound Web Site are secured by the Secure Socket Layer (SSL) protocol. This protocol ensures that all information submitted in our online reservation request system is sent directly to the Hotel Hound's hosting server limiting the danger of interception.

E-mails: E-mails transmitted from the hosting server to the Hotel Hound's central reservations service are protected using PGP encryption. PGP encryption offers digital signatures and 1024 bit security to prevent and detect tampering with, interception, or forgery of messages (for further information visit www.pgp.com).

Secure channels: Both Microsoft and Netscape browsers provide users with a positive visual clue that they are at a secure site. In Netscape Navigator and Microsoft Internet Explorer, the closed padlock icon appears in the lower right hand corner of the browser.

Whilst Hotel Hound will take all reasonable steps to protect the transmission, no data transmission over the Internet is guaranteed to be totally secure. As such we make no warranty about the security, accuracy or privacy of Personal Information submitted to Hotel Hound's Web Site.

I. Further Information, Correction & Deletion

1. If you require further information about our privacy procedures or you would like to make corrections to your Personal Information held by us, please forward your written request to the Privacy Officer.
2. If you would like us to delete your Personal Information you should write to the Privacy Officer who will use all reasonable endeavours to delete your Personal Information from Hotel Hound's records.

J. Complaint Process

If you have any concerns in relation to the handling of your Personal Information, please direct those concerns in writing to the Privacy Officer.

More information about Privacy Law is available from the Federal Privacy Commissioner at - www.privacy.gov.au

Also see - [Acceptable Use Policy](#)