

# Privacy Policy

Last Updated: 26/10/2023

## 1. Introduction

Welcome to Tequila Sunrise Hostel (referred to as "we," "our," or "us" throughout this policy). We are committed to protecting the privacy of our guests, including those who stay in our capsule accommodations.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information. We comply with the Australian Privacy Principles (APPs) as outlined in the Privacy Act 1988 (Cth).

## 2. Information We Collect

### 2.1. Personal Information

We may collect and process personal information, including but not limited to:

- Names
- Contact details (email, phone number, address)
- Payment information
- Passport or identification details
- Date of birth
- Nationality
- Guest preferences
- Emergency contact information
- Any additional information voluntarily provided by you

### 2.2. Sensitive Information

We may collect sensitive information such as dietary restrictions or medical conditions if you choose to disclose this information for the purpose of accommodating your needs.

## 3. How We Collect Information

We collect your information in the following ways:

- Directly from you during the reservation or check-in process
- Through our website or online booking platforms
- Via correspondence (e.g., email or telephone)
- From third parties, such as travel agencies or booking platforms.

#### **4. Use of Information**

We use your personal information for the following purposes:

- To provide and manage your accommodations.
- To process payments and billing
- To communicate with you about your reservation and stay
- To improve our services
- To comply with legal obligations

#### **5. Disclosure of Information**

We may disclose your personal information to third parties for the following purposes:

- Payment processing
- Emergency situations
- To comply with legal requirements
- To improve our services (e.g., customer feedback)

#### **6. Security of Your Information**

We take appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. This includes data encryption, restricted access, and regular security assessments.

#### **7. Access and Correction**

You have the right to access and correct your personal information held by us. Please contact us if you wish to access or update your information.

#### **8. Complaints**

If you have concerns about how we handle your personal information, please contact us. If your concerns remain unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

#### **9. Updates to this Privacy Policy**

We may update this Privacy Policy to reflect changes in our practices or legal requirements. The most current version will be posted on our website.

#### **10. Contact Us**

If you have any questions or concerns about this Privacy Policy or your personal information, please contact us at:

[admin@tequilasunrisehostels.com](mailto:admin@tequilasunrisehostels.com)