

The Metropolitan Hotel ("we", "us", "our") is committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles (APPs).

This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit, stay at, or interact with The Metropolitan Hotel.

1. What Information We Collect

We may collect the following types of personal information:

- * **Identification Information:** Full name, date of birth, and identification details (e.g., driver's licence or passport).
- * **Contact Information:** Phone number, email address, and residential address.
- * **Payment Information:** Credit/debit card details and billing information.
- * **Booking Information:** Reservation details, length of stay, preferences, and special requests.
- * **Usage Information:** CCTV footage in public areas, website usage data, and Wi-Fi access logs.
- * **Other Information:** Feedback, complaints, or communications you provide to us.

2. How We Collect Information

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

- * Directly from you when making a reservation or checking in
- * Through our website or booking platforms
- * When you interact with our staff (in person, phone, or email)
- * Via security systems such as CCTV
- * From third-party booking agents or travel partners

3. How We Use Your Information

We use your personal information to:

- * Process and manage bookings and payments
- * Provide accommodation, hospitality, and related services
- * Communicate with you about your reservation or stay
- * Respond to enquiries, feedback, or complaints
- * Improve our services and customer experience
- * Comply with legal and regulatory obligations

4. Disclosure of Personal Information

We may disclose your personal information to:

- * Payment processors and financial institutions
- * IT service providers and booking system operators
- * Law enforcement or government authorities where required by law
- * Third-party service providers who assist in delivering our services

We will not sell or rent your personal information to third parties.

5. Data Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These measures include secure systems, restricted access, and staff training.

6. Access and Correction

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate, incomplete, or outdated.

Requests can be made using the contact details provided below.

7. Cookies and Website Data

If you use our website, we may collect information through cookies and similar technologies to improve your browsing experience. You can control cookie settings through your browser.

8. Retention of Information

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

9. International Data Transfers

Some of our third-party service providers may be located overseas. Where this occurs, we take reasonable steps to ensure your information is handled securely and in accordance with Australian

privacy laws.

10. Complaints

If you believe your privacy has been breached, you may contact us using the details below. We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will be available upon request or on our website.

12. Contact Us

For any questions, access requests, or complaints regarding this Privacy Policy, please contact:

The Metropolitan Hotel
265 William st, Melbourne, CBD, 3000
gm@themetropolitanhotel.com.au

By using our services or staying at The Metropolitan Hotel, you acknowledge that you have read and understood this Privacy Policy.