


POLICY	
Privacy	
DOC ID: WPP006	

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1. SCOPE

This policy covers all patrons and employees of O’Hara Group and the venues they own and operate, including managers, supervisors, casual and temporary staff. It also covers volunteers, contractors, trainees and work experience participants.

O’Hara Group own and operate the following hospitality businesses:

- Berkeley Hotel
- Bligh Park Hotel
- Camellia Hotel (Rosehill)
- Central Hotel (Blacktown)
- Collector Hotel (Parramatta)
- Fairfield Hotel
- Lake Illawarra Hotel
- North Nowra Hotel
- Salamander Hotel
- Station Hotel (Parramatta)
- Tahmoor Inn
- Town Tavern (Blacktown)
- Warilla Hotel

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2. POLICY STATEMENT

O'Hara Group is committed to complying with our obligations under the Privacy Act 1988 and the Australian Privacy Principles. We take your privacy seriously and this Privacy Policy explains how we collect personal information and how it is used.

3. CONSENT

Our Privacy Policy applies to your personal information regardless of the way it is collected, for example, when making a booking with us, visiting our websites, visiting our venues or visiting our social media pages.

By submitting information to us and /or accessing and using our websites or social media platforms you consent to us using and disclosing your personal information in the ways described in this Privacy Policy.

Any changes to our Privacy Policy will be posted on this page so that you are always aware of how we collect personal information and how it is used.

4. LEGAL REQUIREMENTS TO COLLECT INFORMATION

Our venues may be, from time to time, required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to, its customers, contractors, suppliers, Liquor Accord and employees) in the performance of its business activities.

5. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information from you in a number of ways, including, but not limited to:

- * when you send us an email, 'contact us' message, make an online booking or make any other form of written enquiry;
- * via mobile sites, websites, applications, widgets and other mobile interactive features;
- * via our social media pages for our various businesses on Facebook, Twitter and Instagram;
- * when you make a booking at any of our venues;
- * when you call or visit one of our venues to ask about our services;
- * when you sign up to use our services;
- * when you sign up to any of our rewards programs;
- * when you enter a promotion, competition, provide feedback or participate in a survey, market research or other promotional activities which we (or one of our agents) conduct;
- * when you purchase tickets to any of our events, either from us or one of our resellers;
- * when you sign up to receive marketing material or newsletters;
- * if your photograph is taken at one of our venues;
- * when you submit an application for employment with us;
- * through any transactions with us including phone orders;
- * through publicly available information sources (which may include directories, internet, social

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media);and

* through direct marketing database providers.

Our venues have surveillance cameras (CCTV) which may capture your image on film. We may use this information in respect of the management and security of our venues, and it may be provided to law enforcement and government bodies for these purposes.

6. WEBSITES AND COOKIES

Our venue websites and O’Hara Group website use ‘cookies’ which are text files placed on your computer to improve the user experience in the future. ‘Cookies’ typically help websites remember particular actions you have done in the past, for example when you have logged onto a site, visited pages and/or clicked certain buttons.

O’Hara Group websites use ‘cookies’ to remember when you have logged onto one of our websites, which pages you have visited and buttons clicked, and also to track the success of our marketing campaigns. Additional information that may be collected when visiting our websites may include IP address, device details, operating system, referrer web page, page response times, pages visited, length of visit, page interaction information, usage of our website (such as forms, enquiries, etc), download errors, make and version of web browser. Much of this information is used in an anonymous form for statistical research and cannot be used to identify you personally. Additionally, we work with a small set of selected third-party providers that use ‘cookies’ to:

- * Track your usage of a site via Google Analytics (you can view Google’s privacy policy by visiting their website at google.com)
- * Target more relevant advertisements to you
- * Enable social media sharing
- * Ensure better service delivery

‘Cookies’ cannot harm you or your computer. They cannot retrieve any other information from your hard drive, they cannot contain viruses, cannot install harmful software and cannot damage your computer in any way. We do not use ‘cookies’ to store any sensitive information, such as name, address or contact details.

Despite this if you do wish to disable or remove ‘cookies’ please see the “help” section of your browser or mobile device. However, ‘cookies’ are essential for certain features of our websites to work properly.

By continuing to use our websites you agree to be subject to the terms of this ‘cookies policy’ and our use of ‘cookies’ as disclosed in this policy.

7. SMS

Your mobile information may be gathered through our rewards programs or reservations system in collaboration with Nowbookit, Resdiary, Me&u, Aristocrat and Next Payments. Messages you will receive range from – booking information and confirmations, promotions, offers, alerts, welcome messages and upcoming events.

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8. HOW WE USE YOUR PERSONAL INFORMATION

Your personal information may be used by us in a number of ways including:

- * for the purpose requested;
- * to comply with relevant licensing legislation in ensuring responsible service of alcohol;
- * to respond to your query or feedback;
- * to process your application for membership at any of our businesses;
- * to use or purchase one of our products or services;
- * to promote and market all current and future O’Hara Group businesses, venues, products and services and to inform you about the products and services of our commercial partners;
- * to process and consider your application for employment;
- * for customer service management;
- * to assist with our internal business processes;
- * for market research purposes and to improve our product and service offering;
- * for direct marketing by us;
- * to administer contests, promotions and surveys;
- * for any other purposes you would reasonably expect; and
- * to enable us to comply with our obligations under the law.

9. USER GENERATED CONTENT

By submitting any content to our website and/or social media channels (including but not limited to; reviews, questions, comments, suggestions, ideas, photos) you grant the O’Hara Group a non-exclusive, perpetual and royalty-free license to use that content in any form (including but not limited to; reproducing, modifying, publishing, utilising in marketing content/material and/or in marketing campaigns).

10. WHEN WE DISCLOSE YOUR PERSONAL INFORMATION

We may disclose your personal information in a variety of circumstances including to:

- * related entities within the O’Hara Group;
- * contractors, agents and suppliers we engage to provide products and/or perform services for us, for example customer feedback analysts and digital marketing agencies;
- * commercial partners with whom we have agreed information sharing arrangements;
- * our professional advisors, such as lawyers and accountants;
- * law enforcement bodies;
- * Liquor Accords including for the purposes of complying with multi-venue barring policies
- * a purchaser of all or part of O’Hara Group’s business; and
- * any other person for any other purposes that would be reasonably expected (including if required by law)

When third parties perform services on our behalf, we take reasonable steps to ensure that the

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third party does not breach Australian privacy laws. Third parties are required to restrict their use of the personal information to the purpose for which it was provided.

11. UPDATING PERSONAL INFORMATION

Reasonable steps are taken to ensure the personal information we collect and use is complete, accurate and up-to-date, however this is somewhat dependent on the information you provide. You can update or request to update your personal information at any time. To update your details, please email us at marketing@oharagroup.com.au.

12. HOW YOU CAN REMOVE (“OPT OUT”) YOUR PERSONAL INFORMATION

You can update your details or request to “opt out” in the future. Should you wish to update or remove your details (“opt out”), please email us at marketing@oharagroup.com.au.

13. CHANGES TO OUR PRIVACY POLICY

We may change this Privacy Policy from time to time without notice to you to reflect our changing business practices and/or changes in the law. We may therefore change this Privacy Policy at any time by posting the amended Privacy Policy on our websites. All personal information collected will be governed by our most recent Privacy Policy as posted on our websites.

14. CONTACTING US & ENQUIRIES

This Privacy Policy is subject to the law of Australia. You may obtain further information by visiting the Australian Information Commissioner’s website at oaic.gov.au. If you have any enquiries about this Privacy Policy please email us at hr@oharagroup.com.au and we will respond within a reasonable time frame.

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TOWN TAVERN

BLACKTOWN

TOWN TAVERN WIN A TV PROMOTION TERMS & CONDITIONS

Name Win a Samsung 75" TV valued at \$1,799

Eligibility To enter this competition, entrants must be an Australian resident aged 18 or over.

Entries WILL NOT be accepted from directors, officers, management, and employees (and their immediate families) of the Promoter or of the agencies or companies or participating venue(s) connected with this competition.

Immediate families mean any of the following: spouse, ex-spouse, de-facto spouse, child or stepchild (whether natural or by adoption), parent, step-parent, grandparent, step- grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or 1st cousin.

WHERE AND WHEN THE COMPETITION WILL RUN

Relevant State This competition will run in NSW only.

Competition Period Competition runs from 12pm (AEDST) 1/10/2024 to 12pm 20/12/24. 1 winner will be drawn 20th December 2024

1 winner will be drawn in the evening at approximately 7pm on 20th December 2024 and the winner will be notified by phone.

Participating Venues This competition will run in the following liquor licensed venue:

Town Tavern, Blacktown
Shop CW11/10 David Lane, Blacktown NSW 2148

Participating Products Carlton & United Breweries, Robert Oatley Wines, Diageo, and Lion

ENTRY PROCESS

Enter in venue at the Town Tavern Blacktown
To enter:

- a) Purchase 2 schooners of any tap beer to receive an entry form; OR
- b) Purchase 2 glasses of wine, sparkling wine or champagne, or purchase a bottle of wine, sparkling wine or champagne to receive an entry form; OR
- c) Purchase 2 spirits or a cocktail to receive an entry form; OR
- d) then fill out the entry form and place it in the venue's entry box.

All entry forms from the venue will go into a draw. 1 winner will be chosen at random.

ENTRIES PERMITTED

Number of Entries Allowed There is no limit on the number of entries.

WINNER DETERMINATION

Winner Selection This is a game of chance.

There will be in 1 winner selected at random. The winner will be drawn in the evening of on Friday 20th December 2024. The winner will be notified by phone

PRIZE TO BE WON

Prize Details The winner will receive:
A Samsung 75" TV valued at \$1,799

Prize Pool The total prize is valued at approx. \$1,799

NOTIFYING THE WINNER

There will be in 1 winner selected at random. The winner will be drawn in the evening of Friday 20th December 2024. The winner will be notified by phone

PRIZE CLAIM DETAILS AND PROCESS FOR UNCLAIMED PRIZE/S

Prize Claim Date The prize must be claimed within 48 hours.

If the winner is not contactable within 48 hours a new winner will be chosen

1 These Conditions integrate, and must be read together, with the Schedule (the **Conditions of Entry**). Instructions on how to enter and information regarding prizes forms part of these Conditions of Entry. Entry into this competition constitutes acceptance of these Conditions of Entry.

2 The Promoter's decisions regarding all aspects of this competition are final and no correspondence will be entered into.

3 **The Promoter encourages consumers to enjoy alcohol responsibly.** Legally aged consumers are advised to consider the safe drinking levels recommended in the National Health and Medical Research Council Australian Guidelines to Reduce Health Risks from Drinking Alcohol. Entry and participation in this competition is subject to each Venue's liquor serving policy.

Treatment of Personal Information

4 All entries and any copyright subsisting in an entry will be the property of the Promoter. The information entrants provide to enter will be used by the Promoter for the purpose of conducting this competition. The Promoter may collect entrants' personal information (including through its contractors or agents) or disclose entrants' personal information to its related companies, contractors, and agents to assist in conducting this competition, storing data or communicating with entrants. Those disclosures may include disclosures to organisations in locations such as the USA, the UK, India and Germany. By entering this competition, entrants' consent to their personal information being stored on the Promoter's database and the Promoter may use this information to contact the entrant with special offers, news and information about its products, including contacting the entrant via electronic messaging. By entering this competition, entrants consent to receiving SMS or email messages from the Promoter that do not contain any functional unsubscribe facility. The Promoter is bound by the Privacy Principles in the Privacy Act 1988 (Cth).

Entry Process

5 Entries must be received during the Competition Period. Entries must be on the original entry form.

6 Entrants must only enter in their own name. Entrants who enter using multiple email/postal addresses, phone numbers, social media accounts or aliases may be disqualified. The use of any automated entry software or any other mechanical or electronic means that allows an entrant to automatically enter repeatedly is prohibited and will render all entries submitted by that entrant invalid.

7 The Promoter is not liable for late, lost, incomplete, misdirected, incorrectly submitted delayed or illegible entries, correspondence or claims for prizes due to error, omission, tampering, theft, destruction or otherwise including failure of entry forms being forwarded to the judging location (where applicable).

8 All entries and any subsisting copyright become the property of the Promoter and will not be returned to entrants. By submitting an entry, entrants:

- a) agree to assign all rights in the entry to the Promoter and consent to the Promoter using the entry in any way and for any purpose as determined by the Promoter (including editing, adapting, altering the entry or publishing the entry in part or whole) in any media; and
- b) undertake to the Promoter that their entry is not, and its use by the Promoter will not be, in breach of any third party intellectual property rights.

9 The Promoter may (but is not obliged to) determine at any time, in its absolute discretion, whether or not to publish any entries online in any media, remove any entries once published online, or amend, edit or modify any entries (or any part thereof), or disqualify or invalidate any entry including (without limitation) if the Promoter is of the view that:

- a) the entry does not comply with paragraph 9; or
- b) the entry otherwise breaches these Conditions of Entry.

The Promoter will have no liability to entrants if it exercises this right.

Prizes Awarded

10 The prizes are as specified in the Prize Details and Prize Conditions sections of the Schedule and must be taken as offered and, if applicable, on the date/s specified.

11 The Promoter accepts no responsibility for any tax implications arising from prize winnings. Entrants should seek their own independent financial advice.

12 A prize will only be awarded to an entrant once the entrant has been validated and verified by the Promoter in accordance with these Conditions of Entry.

Publication & Publicity

13 Where winner publication is required, each entrant requests that his or her full address not be published.

14 If requested by the Promoter, entrants and the winner/s (and the winner's guest/s, if applicable) must participate in all promotional activity (for instance publicity, filming and photography) in relation to this competition, free of charge and they consent to the Promoter using their name/s, image/s and/or voice/s in promotional material in any media for any length of time without notification, remuneration or compensation.

Verification

15 The Promoter (or its nominated agent) reserves the right, at any time during or after the Competition Period, to request entrants to produce suitable photo identification or other documentation (to the Promoter's satisfaction in its sole discretion) to verify the validity of their entry/ies and to verify an entrant (including an entrant's identity, age, place of residence, place of employment, eligibility to enter and eligibility to claim a prize). If the requested documentation is not provided in the timeframe required or an entrant has not been validated or verified to the Promoter's satisfaction, then the entrant's entry (and at the Promoter's discretion all of the entrants' entries) will be deemed invalid.

16 The Promoter reserves the right, in its sole discretion, to disqualify any individual who the Promoter has reason to believe has:

- a) submitted an entry which is not in accordance with these Conditions of Entry;
- b) breached any of these Conditions of Entry;
- c) tampered with or benefited from tampering with the entry/draw process or the operation of the competition;
- d) engaged in any unlawful, fraudulent, deceptive or other improper misconduct intended to jeopardise the fairness and proper conduct of the competition and/or damage the goodwill or reputation of the Promoter or any of its related bodies corporate or the agencies or companies associated with this competition; or
- e) acted in a disruptive manner with the intent to annoy, abuse, threaten or harass any other person.

Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter reserves its legal rights to recover damages or other compensation from such an offender.

Liability

17 The Promoter has no control over communications networks and is not liable for any problems associated with them due to traffic congestion, technical malfunction or otherwise. Costs associated with accessing the Internet (e.g. website or social media platform) may vary depending on the Internet service provider used, and those costs are the responsibility of the entrant. The Promoter is not liable for any consequences of user error including (without limitation) costs incurred.

18 Except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law), the Promoter and its associated agencies and companies exclude all liability for any loss, expense, damage, personal injury, illness or death (whether or not arising from any person's negligence) that may occur from participating in this competition or as a result of accepting or using any prize.

19 These Conditions of Entry do not exclude, restrict or modify any statutory consumer rights under the Australian Consumer Law and any similar laws. However, to the extent permitted by law to do so, the Promoter makes no representations or warranties, express or implied, other than the Australian Consumer Law, regarding the quality and

suitability of a prize awarded as part of this competition and will not be responsible for breach of any such implied terms.

Other

- 20 If this competition is unable to run as planned due to computer virus, network/technical/communications failure, tampering or any cause beyond the Promoter's reasonable control, the Promoter may in its sole discretion cancel, terminate, modify or suspend the competition or invalidate any affected entries, subject to any necessary approval from the gaming authority/ies in the Relevant State/s where permits have been issued.
- 21 The Promoter may run, communicate or advertise this competition using Facebook and/or Instagram. However, the competition is in no way sponsored, endorsed or administered by, or associated with, Facebook or Instagram. Entrants are providing their information to the Promoter and not to Facebook or Instagram. Each entrant completely releases Facebook and Instagram from any and all liability.