



Lasseters Privacy Policy

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Your Privacy, Our Priority

Your Privacy is important to Lasseters centre of entertainment (Lasseters) any information that we have in relation to you we are dedicated to protecting.

This privacy policy relates to Lasseters personal information handling practices across all aspects of the Lasseters business and Lasseters Health Club and outlines the collection and handling of this information.

The policy also outlines the process for accessing, changing or lodging a complaint regarding how Lasseters manage your personal information.

Businesses covered in this Policy

This policy applies to each of the businesses listed below:

The Trustee for Alice Springs Casino Operations Trust (ABN 42 551 060 580) trading as

- Lasseters Hotel Casino
- Tali Restaurant
- The Juicy Rump
- The Goat & Bucket
- Casbah
- Tempo
- Splash Cafe
- Alice Springs Convention Centre
- Lasseters Health Club

Personal Information

Information we hold regarding you will vary depending on the activities or services you use here at Lasseters. Lasseters holds information relating to a number of different aspects of our business, including the Lasseters Rewards program, hotel, restaurants and bars, entertainment and ticketing, complaint handling, recruitment, security and surveillance, financial transactions, marketing (including website data) and competitions, business events, health club, day spa, the casino.

The level of personal information we hold will vary depending on your interaction with Lasseters. Personal information held may include, but is not limited to, your name, your photo, date of birth, your contact details etc.

In most cases, Lasseters collects information to enhance our guests experience and deliver an exceptional level of service. Without collecting this information, we may not be able to provide an offer or service.

Sensitive Personal Information excluding FRT

Information classified as sensitive personal information is information or an opinion about a person's racial or ethnic origin, religious beliefs or affiliations, philosophical beliefs, political opinions or memberships, sexual preferences, criminal record, health information, genetic information or trade union membership.

Lasseters will only collect sensitive information, excluding FRT, where it pertains to the provision of a specific offer or service and only when this information is provided directly by the individual. For example, you may provide health information for personal training sessions at Lasseters health club, for services with Lavish Day Spa, for medical assistance or religious information for dietary requirements.

Information Collection & Storage

Lasseters main source of personal information is information provided directly from you. This information is collected by a number of medium, including, but not limited to, joining Lasseters Rewards, entering competitions, joining mailing lists, biometric information through facial recognition technology, buying event tickets, making hotel or restaurant booking and so on.

In some instances, Lasseters may be provided information from a public source or third party. For example, if relevant, Lasseters may have information provided from credit reporting bodies (if we request information about your credit history), information provided by other casinos or information provided by related or associated entities.

Lasseters also collects personal details as required by legislation, the court or tribunals. Examples of information collected in accordance with these obligations would be pursuant to the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth).

Lasseters protects your personal information from misuse and loss. The storage of information collected is across a variety of medium, including internal systems and documents as well as with third party organisations and businesses who have access to the information in accordance with the objectives outlined in this policy.

How Lasseters Use Personal Information

Lasseters is a diverse business with many areas of operation. We collect information for a number of purposes across these areas, including, but not limited to:

- Contact you in the scope of our relationship with you
- To inform you of things you may be interested in
- Managing patron and staff safety
- Enhancing your experience with in our business
- Conducting research
- Marketing and promotions
- In consideration of any complaints you may raise against Lasseters

- To comply with our legal obligations under legislation, regulations and codes of practice
- To prevent or investigate any suspected unlawful conduct.

In collecting this information, Lasseters acknowledges the need to keep your information private. Information may be disseminated on your agreement to disclose, as required by law, to relevant third parties for the purposes of marketing, debt collection, government agencies, other casinos, customer research agencies or Lasseters related companies.

Disclosure of Personal Information Overseas

Lasseters may be required to disclose information collected relating to reservations and hotel stay person data to InterContinental Hotels Group (IHG).

Disclosure of Personal Information Overseas

Lasseters may be required to disclose your information to organisations overseas. This may be required for marketing purposes, data storage, undertaking survey or reporting to parent companies or affiliated organisations.

If we disclose your information to parties overseas, we are required to ensure that the information is treated in accordance with Australian standards.

How to Access & Make Changes to your Personal Information

To access personal information held by Lasseters, you can meet with the compliance manager in person at our venue. You will be required to provide approved photo identification.

On completion of a *Request for Information Form* and verification of the photo identification a copy of your personal information held by the venue will be provided within 30 days in accordance with the conditions in the Privacy Act.

If your personal information is incorrect or no longer relevant, please let us know by completing the *Change of Information Form* and forwarding this form to the Compliance Manager (see Contact Us).

Security

We are committed to providing a secure environment for all visitors and as such Lasseters and associated venues located at 93 Barrett Drive Alice Springs are subject to CCTV, audio surveillance and Facial Recognition Technology.

We may collect, use and disclose personal information about you for security purposes, including:

- biometric information about you including your photograph or facial biometric information; or
- scanning or otherwise collecting information from your driver's licence or other identification document/card when you enter our properties; or
- storing your photo from your driver's licence or other identification document/card, and a faceprint made from it, in our facial recognition system to help identify, exclude or remove from the premises individuals to whom we may lawfully deny access and for other purposes relating to gaming, safety and security and preventing illegal or undesirable activities; or
- collecting your car number plate details when you park in the car park of one of our properties; or
- using information from your driver's licence or other identification document/card or from your car number plate details, to match with personal information we hold about you.

Details of suspected or actual illegal activity or improper conduct may be shared with law enforcement, the Northern Territory Licencing commission or other casinos and gaming venues.

Exclusion

Lasseters may collect, use and disclose personal information about you, including your facial biometric information, for the purpose of verifying whether you are an excluded person or a person whom we may otherwise lawfully deny access to the premises. We may also collect your image or facial biometric information from law enforcement bodies and other casino operators for this purpose.

If we identify such a person we may exclude or remove them from our premises in accordance with our policies and our legal and regulatory obligations.

When we receive personal information (including sensitive information) from another operators or sources about persons who are excluded or otherwise lawfully denied access their premises, we may use it to give exclusion orders to such persons and may also use it to otherwise lawfully deny such persons access to our premises.

Marketing

In utilising Lasseters products and services your information may be used for the purpose of SMS, Electronic Direct Mail (EDM), telephone, or any other such medium where by Lasseters can convey information, news, special offers, products and services that you may be interested in. Marketing communications are only done where you have consented to the use of your personal information for this purpose.

Should you wish to no longer receive these communications, you can contact Lasseters to update your marketing preferences.

Collection of Video & Images for the Purpose of Marketing

On occasion, Lasseters may hold events where photographers will be in attendance for the purpose of generating marketing content. Images may be taken for a variety of purposes, including but not limited to promotional activity, social media, publications, general advertising or surveillance purposes.

We will use our best endeavours to ensure people attending events are aware that when their image is captured or if they appear on video footage, where these assets will be used and the purpose for which they are intended.

By entering a Lasseters event, the patron consents to the image, likeness, voice or any other means (including audio, video or still image) may be captured and used for the purposes outlined above.

If a patron is photographed, filmed or voice recorded at an event and they wish for their image, likeness, voice or any other means not to be used for the purpose outlined above they make a request in writing to the compliance manager (see contact us).

Notifiable Data Breach

Under the Notifiable Data Breach Scheme (NDB) from February 2018, if we become aware of a breach or a suspected breach of personal information we are required assess the likelihood of risk of serious harm for an individual associated with that breach.

If we find there is a likelihood of risk of serious harm we are required to notify the Office of the Australian Information Commissioner (OAIC) in addition to all individuals who are affected.

Websites, Devices, Cookies & Social Media

Other information that may be collected by Lasseters or other associated third parties includes:

- Data connected to the use of Lasseters Wi-Fi, Network or Bluetooth systems, including but not limited to information on usage, type of device, location within the property and arrival/departure times
- The URL of any site you may access while using the Lasseters Wi-Fi as well as any mobile, tablet or PC applications you have accessed while using the Lasseters Wi-Fi
- Information on the browsers you are using while connected to the Lasseters Wi-Fi, Lasseters or associated webpages or the Lasseters Social Media Channels
- The domain name from which you accessed our website, your IP address, your device number or MAC Address
- Social media posts and personal information, in accordance with your privacy settings, that we are permitted to collect when you engage with our social media channels or website
- Cookies tracking your visit on our website or associated websites

This information is collected to enhance your experience with Lasseters, to improve and develop our service delivery and for use in market research and promotional use. This information may be shared with a third party to enable us to enhance the customer experience or to conduct market research.

Associated Websites:

www.Lasseters.com.au

www.ASPCC.com.au

www.lassetershealthclub.com.au

www.lavishatlasseters.com.au

Cookies

Cookies are data files which may be placed on your device when you interact with the Lasseters or other affiliated website and other online content. Cookies allow us to recognise your browser ID and assist in security information, personalising your website experience, facilitating navigation on our sites advertise promotions and value ads based, provide social media features, personalise ads and content and improve performance of our website.

You can use your browser settings to disable or delete cookies. However please be aware if you reject or delete cookies some website features may not operate as intended.

How to Make a Privacy Complaint

Your Privacy is our priority and we take our obligations under the Privacy Act with the utmost importance. You can make a complaint in writing to the Compliance Manager (see contact us below).

In making a privacy complaint we request that you provide as much detail as possible relating to the breach and how you believe we have breached the act. This will assist in the investigation of your matter.

Upon receiving a complaint, Lasseters will acknowledge the complaint in writing within 7 business days and a finding for the investigation will be provided within 30 days.

If you are not satisfied with our handling of your complaint you can apply to the Office of the Australian Information Commissioner (OAIC) for a determination. You can contact the OAIC at www.oaic.gov.au or email enquiries@oaic.gov.au

At our discretion, a copy of your complaint may be provided to the OAIC or another regulatory body or law enforcement agency as required by law.

Contact Us

To discuss our privacy Policy further, make a complaint or provide comments or feedback you can contact us on (08) 8950 7723

Compliance Manager
Lasseters
PO Box 2632
Alice Springs
Northern Territory 0871

Email: info@Lasseters.com.au