



AQUILA CAFFE BAR PRIVACY POLICY & STATEMENT

Aquila Caffe Bar is the trading name of Bromini Pty Ltd (30 116 639 911), for the café/bar operating at 82 Eagle Street, Brisbane 4000. In this Privacy Policy “we”, “us” or “Aquila” means Aquila Caffe Bar and Bromini Pty Ltd.

Our customers, staff and suppliers are important to us, and we are committed to accountability and transparency. We respect and safeguard your privacy and confidentiality. Aquila will continue to strive for the highest possible standards as we comply with the Privacy Act 1988 and the National Privacy Principles. A copy of the National Privacy Principles can be found at www.privacy.gov.au/publications/npps01.html.

“Personal Information” for the purposes of this Policy is information about and which identifies individuals, whether that information is obtained from the relevant individual or a third party.

In general we will not disclose personal information collected about you, other than for a purpose set out in this Policy, for a purpose you would reasonably expect, a purpose required by law, or a purpose otherwise disclosed to, or authorised by you. We may, in connection with particular services we offer you, make other privacy disclosures to you or seek your authority to use your personal information in ways which are different from or more specific than those stated in the privacy policy. In the event of any inconsistency between the provisions of this privacy policy and those additional materials, the provisions of the additional materials will apply.

The Privacy Act regulates the handling of personal information. This privacy statement outlines how we collect, use, store and disclose personal information about Aquila customers in our communications.

Customers

Without our customers, Aquila would not exist. We understand that supporting an organisation is a personal decision and recognise the trust you are placing in us through your dealings with us. We do everything we can to maintain that trust. Our staff are employed on the basis that they will protect information about you. This is our personal standard.

Under the law your rights to privacy are also protected. The Privacy Act and general law place strict requirements on us to treat any information you provide to us as confidential.



Your Personal Information

Aquila only collects information about you that is necessary for us to effectively conduct our services. This information could include:

- Your name, address and contact details
- Credit Card or bank account details (for those who hold an account)
- Purchase history (for those who hold an account)
- Any communications you have with us, such as special requests, or requests for information
- Information about the contact we have made with you
- Event ticket sale information

This information is collected from a number of sources:

- Customer account forms
- Emails
- Website enquiries
- Telephone inquiries
- Online ticket sale information (we commonly use www.brisbanetickets.com.au)
- Business cards
- Facebook advertising

In general, Aquila only ever records information about you that you have provided to us.

The information we collect is used to:

- Process monthly customer account purchases and issue receipts/tax invoices
- Respond to your comments or questions
- Provide information about Aquila and upcoming events
- Offer goods or services that may be of interest to you
- Assist with internal reporting purposes

At any time you may choose not to receive any further communications from Aquila or to alter the frequency and type of communications you receive. Please contact our Manager on (07) 3221 2228 or email hello@aquila.net.au to arrange this or if you would like further information.

Disclosure

At no time will Aquila sell, rent or give away any personal information about our customers for use by third parties.

However, in some cases personal information is supplied to contractors who perform tasks on behalf of Aquila, such as marketing consultants who provide marketing implementation support. This is done on a strictly confidential basis to ensure that your privacy is protected.



We require every organisation that works with us in this manner to sign a privacy agreement and uphold our obligations under the Privacy Act. This ensures your personal information is kept confidential and will not be used for any other purpose than that which we have previously stated to you.

We will only ever pass on customer personal information if we have their consent or we are required by law to do so.

Retention

Aquila does not retain information about you that we do not need to properly conduct our business.

We try to ensure that all information that we do retain about you is accurate, complete and up-to-date.

Security

The security of your information is important to us. We make all reasonable efforts to ensure that your information is stored securely, both in electronic and physical forms and that only those persons within Aquila who require access to the information have access to it. The customer database is therefore not stored on the Aquila Google Drive.

Access

Whilst we keep all personal information secure from others, you may request access to your information at any time. If you would like to know what information we hold about you or there is an error in the information we hold about you, please notify our Manager and we will try to correct or add the information as soon as possible.

We may ask for verification of your identity when you request access to your information.

Concerns/Disputes

Respecting your privacy is very important to us and we make every effort to ensure this occurs. However, if you believe we have breached your privacy rights in any way, or you would like to discuss any issues you may have with our privacy policy we urge you to contact our Manager.

We will try to satisfy any questions that you have and correct any errors on our part. If we do not answer your concerns to your satisfaction you have the right to make a complaint to the Privacy Commissioner. The Privacy Commissioner's contact details are:



Telephone: 1300 363 992
(for the cost of a local call anywhere in Australia)

TTY: 1800 620 241
(this number is dedicated for the hearing impaired only)

Post: GPO Box 5218
Sydney NSW 1042

Facsimile: +61 2 9284 9666

E-mail: privacy@privacy.gov.au

Changes to this privacy policy

This Privacy Statement may change from time to time. Our current Privacy Policy will be published on our website, www.aquila.net.au and we advise you to check it periodically for any changes.