



Privacy Policy

1. We respect your privacy

Hotel & Hospitality Consultancy respects your right to privacy and this policy sets out how we collect and treat your personal information. "Personal information" is information we hold which is identifiable as being about you.

2. What personal information we collect

We may collect the following types of personal information from you:

- name
- address
- phone number
- fax number
- information about the goods or services you have ordered
- information from enquiries you have made
- communications between us
- credit card information

3. How we collect your personal information

We collect personal information from you in a variety of ways, including: when you interact with us electronically or in person; when you access our website; and when we provide our services to you.

4. Use of your personal information

We use your information to provide our service to you. We also use it to improve our service and to notify you of opportunities that we think you might be interested in.

We do not provide your information to third parties, except that we may provide your information to our business partners who assist us in the provision of our services to you.

5. Security of your personal information

We take reasonable steps to protect your personal information. However we are not liable for any unauthorised access to this information.

6. Access to your personal information

You can access and update your personal information by contacting us at: info@handhc.com.au. We may charge a reasonable administration fee for this access.

7. Complaints about privacy

If you have any complaints about our privacy practices, please send in details of your complaints to: info@handhc.com.au. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

8. Changes

Please be aware that we may change this Privacy Policy in the future. The revised versions will be uploaded onto our website, so please check back from time to time.

9. Website

When you visit our website

When you come on to our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

Third party sites

Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

10. Research Information

H&HC conducts surveys and research on behalf of commercial and non-commercial client organisations. In doing so, we adhere to the ICC/ESOMAR International Code of Practice, a copy of which can be found at: www.esomar.org/knowledge-and-standards/codes-and-guidelines.php