PRIVACY POLICY

1 INTRODUCTION

Richmond Inn is an independent pub.

This document sets out the privacy policy of Richmond Inn. In this privacy policy, we refer to ourselves as 'we', 'us', or 'our'.

For the purposes of applicable data protection law, Privacy Act 1988 (Cth), (in particular, the General Data Protection Regulation (EU) 2016/679 (the "GDPR") and the UK Data Protection Act 2018), your data will be controlled by us.

This privacy policy applies whenever we collect your personal information and/or personal data (your personal data). This includes between you, the visitor to this website (whether directly as our customer or as personnel of our customer), and us, the owner and provider of this website and also where we are directed by a third party to process your personal data. This privacy policy applies to our use of any and all data collected by us or provided by you in relation to your use of the website and the provision of our services to you, including the usage of our venue.

We take our privacy obligations seriously. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share your personal data in connection with your use of our website. It also explains your rights in relation to your personal data and how to contact us or a relevant regulator in the event you have a complaint.

2 TYPES OF PERSONAL INFORMATION WE COLLECT

The personal data we collect may include the following:

(a) name;

(b) mailing or street address;

(c) email address;

(d) social media information;

(e) telephone number and other contact details;

(f) age;

(g) date and country of birth;

(h) information relating to your ordering history, and food or beverage or other dining preferences;

(i) credit card or other payment information;

(j) government issued identification documents such as driver's licence and/or passport;

(k) sensitive information (such as health information) as set out below;

(l) employment history, qualifications and any relevant experience;

(m) information about your business or personal circumstances;

(n) information in connection with any client surveys, questionnaires and promotions you participate in;

(o) when we use analytical cookies, your device identity and type, I.P. address, geo-location information, page view statistics, advertising data and standard web log information;

(p) information about third parties; and

(q) any other information provided by you to us via this website, in the course of us providing services to you, or otherwise required by us or provided by you.

3 HOW PERSONAL INFORMATION IS COLLECTED

3.1 GENERAL

We will collect your personal information in a lawful and fair way. We will only collect your personal information where you have consented to it, or otherwise in accordance with the law.

3.2 HOW WE COLLECT INFORMATION FROM YOU

We may collect personal data where you:

(a) contact us through on our website;

(b) communicate with us via email, telephone, SMS, social applications (such as Instagram, LinkedIn or Facebook) or otherwise;

(c) submit a loyalty program membership application to us;

(d) sign-in to our premises using scanning of your identification;

(e) enter our premises and provide us with your details;

(f) enter our premises which are monitored by CCTV surveillance;

(g) use our venue, consume our food or beverage, or use services provided by third parties at our venue such as ordering applications;

(h) engage us to perform services to you;

(i) when you or your organisation offer to provide, or provides, services to us;

(j) interact with our website, social applications, services, content and advertising; and

(k) invest in our business or enquire as to a potential purchase in our business.

For security reasons, we may require that each of our patrons provide us with copies of their valid, government-issued ID, such as a valid driver's license, a passport or an identity card.

3.3 HOW WE COLLECT INFORMATION FROM THIRD PARTIES

Where possible, we collect your personal information directly from you. However, there may be occasions when we collect personal information (including sensitive information) about you from someone else.

3.4 HOW YOU PROVIDE INFORMATION FOR SOMEONE ELSE

If you are providing personal and/or sensitive information on behalf of someone else, you must have the consent of that person to provide their personal and/or sensitive information to us to be collected, used, and disclosed in accordance with this privacy policy.

If you are providing personal and/or sensitive information on behalf of someone under the age of 18 (Minor), you must be that Minor's parent or legal guardian and you must provide consent for the Minor's personal and/or sensitive information to be collected, used and disclosed in accordance with this privacy policy.

3.5 HOW WE COLLECT INFORMATION FROM COOKIES

We may also collect personal information from you when you use or access our website or our social media pages. This may be done through use of web analytics tools, 'cookies' or other similar tracking technologies that allow us to track and analyse your website usage. Cookies are small files that store information on your computer, mobile phone or other device and enable and allow the creator of the cookie to identify when you visit different websites. If you do not wish information to be stored as a cookie, you can disable cookies in your web browser.

We may use Google Analytics to collect and process data, including when you use third party websites or apps. To find out more see How Google uses data when you use our partners' sites or apps.

4 USE OF YOUR PERSONAL INFORMATION

4.1 PRIMARY PURPOSE

We collect and use personal information for the following primary purposes:

(a) to provide services or information to you;

(b) for record keeping and administrative purposes;

(c) to comply with our legal obligations, resolve disputes or enforce our agreements with third parties;

(d) where we have your consent, including to send you marketing and promotional messages and other information that may be of interest to you. In this regard, we may use email, SMS, social media or mail to send you direct marketing communications. You can opt-out of receiving marketing materials from us by using the opt-out facility provided (e.g. an unsubscribe link);

(e) for our legitimate interests including:

(i) to develop and carry out marketing activities and to conduct market research and analysis and develop statistics;

(ii) to improve and optimise our service offering and customer experience;

(iii) to send you administrative messages, reminders, notices, updates and other information requested by you;

(iv) to consider an application of employment from you; and

(v) the delivery of our services.

4.2 SECONDARY PURPOSE

We may also use your personal information for:

(a) secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use;

(b) any other purpose for which we receive consent from you; or

(c) any other purpose which is permitted or required under applicable privacy laws.

5 HOW WE DISCLOSE OR SHARE YOUR DATA

We may share your personal data in certain circumstances, as follows:

(a) where there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal data and non-personal data contained in those databases. This information may be disclosed to a potential purchaser under an

agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances;

(b) credit-checking agencies for credit control reasons;

(c) disclosures required by law or regulation; and

(d) service providers and other affiliated third parties to enable us to provide our services to you including other professional advisers such as accountants, disaster recovery service providers or auditors and/or overseas counsel.

6 SENSITIVE INFORMATION

6.1 COLLECTION OF SENSITIVE INFORMATION

We may collect sensitive information about you during the course of providing you our goods and services.

The type of sensitive information we may collect includes:

(a) health information such as allergies; and

(b) any other sensitive information provided by you or a third party to us via our website or platforms, or otherwise provided by you or a third party to us.

We will only collect this sensitive information where you consent to such collection and either directly provide us with this information.

6.2 HOW WE USE YOUR SENSITIVE INFORMATION

Your sensitive information will only be used for the purpose of:

(a) providing you with our goods and services;

(b) ensuring proper usage of our facilities and venue;

(c) security purposes;

(d) complying with our legal obligations, resolving disputes or enforcing our agreements with you;

(e) sending you messages, reminders, notices, updates, security alerts, and other information requested by you; or

(f) any other purpose which is permitted or required under applicable privacy laws.

6.3 HOW WE DISCLOSE YOUR SENSITIVE INFORMATION

Your sensitive information will only be disclosed to third parties when required under applicable privacy laws, such as security purposes.

6.4 HOW YOU CAN WITHDRAW CONSENT

If you wish to withdraw your consent to our collection, use or disclosure of your sensitive information, please contact us using the contact details set out below. We will deal with all such requests within a reasonable timeframe.

7 MARKETING

We may at times send you marketing communications which will be done in accordance with the Spam Act 2003 (Cth) (Spam Act).

If we do, we may use email, SMS, social media, phone or mail to send you direct marketing communications.

Where consent is needed, we will ask you for your consent before sending you marketing communications, except where you:

(a) have explicitly opted-in to receiving email marketing from us in the past; or

(b) were given the option to opt-out of email marketing when you initially signed up for one of our platforms and you did not do so.

You can, at any time, opt out of receiving marketing materials from us by using the opt-out facility provided (e.g., an unsubscribe link on emails we send you) or by contacting us via the details provided at the end of this privacy policy. We will implement such a request as soon as possible, however, cannot guarantee that such a response will be immediate.

8 DE-IDENTIFIED INFORMATION

The information we collect may have analytical, educational, or commercial value to us. Where we have de-identified the information we have collected, we reserve the right to process and distribute such information.

9 SECURITY

We take reasonable steps to ensure your personal data is secure and protected from misuse or unauthorised access. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal data.

10 LINKS

Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites and we suggest you review the privacy policies of those websites before using them.

11 YOUR RIGHTS

You have various rights with respect to our use of your personal data:

(a) **Access:** You have the right to obtain access to your information (if we're processing it) and certain other information (similar to that provided in this privacy notice). This is so that you're aware and can check that we're using your information in accordance with data protection law.

(b) **Be informed:** You have the right to be provided with clear, transparent and easily understandable information about how we use your information and your rights. This is why we're providing you with the information in this privacy policy.

(c) **Rectification:** We aim to keep your personal data accurate, current, and complete. We encourage you to contact us using our contact form to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.

(d) **Objecting:** You also have the right to object to processing of your personal data in certain circumstances, including processing for direct marketing.

(e) **Restricting:** You have the right to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further.

(f) **Erasure:** You have the right to ask us to erase your personal data when the personal data is no longer necessary for the purposes for which it was collected, or when, among other things, your personal data have been unlawfully processed.

(g) **Portability:** You have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format.

(h) **Complaints:** If you believe that your data protection rights may have been breached, you have the right to lodge a complaint with the applicable supervisory authority. In the UK, the supervisory authority is the Information Commissioner's Office.

(i) **Withdraw consent:** If you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time. This includes your right to withdraw consent to us using your personal data for marketing purposes.

You may, at any time, exercise any of the above rights, by contacting our email address provided below.

12 HOW LONG WE KEEP DATA

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. We will securely destroy your personal data in accordance with applicable laws and regulations.

If you would like further information about our specific retention periods for your personal data, please contact us using our email address provided below.

13 TRANSFERS OUTSIDE THE EUROPEAN ECONOMIC AREA ('EEA')

To provide our services, we may transfer the personal data we collect to countries outside of the UK or EEA which do not provide the same level of data protection as the country in which you reside and are not recognised by the European Commission as providing an adequate level of data protection.

When we do this, we will make sure that it is protected to the same extent as in the EEA and UK as we will put in place appropriate safeguards to protect your personal data, which may include standard contractual clauses.

For more information, please contact us at our email address provided below.

14 CONTACT US

For further information about our privacy policy or practices, or to access or correct your personal data, or make a complaint, please contact us using the details set out below:

Email: admin@richmondinn.com.au

Phone Number: (02) 4578 1044

Address: 90 March Street, Richmond NSW

We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy. Where we make any significant changes, we will endeavour to notify you by email.

Our privacy policy was last updated on 22 October 2026.