

Privacy Statement

At Hotel Etico Australia, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Statement explains how we collect, use, disclose, and protect your personal information when you visit our website hoteletico.com, interact with us online, or stay at our hotel.

1. What Information We Collect

We may collect the following types of personal information:

- Personal details: such as your name, email address, phone number, and postal address.
- Booking information: including dates of stay, preferences, and special access requirements.
- Payment information: credit/debit card details are collected only via secure, encrypted channels through our third-party payment processors and are not stored or retained by Hotel Etico.
- Communication history: any messages, inquiries, or feedback you send us.
- Website usage data: including IP addresses, browser type, pages visited, and how you interact with the site (via cookies and analytics tools).

2. How We Collect Your Information

We collect personal information in several ways:

- When you make a booking via our website or over the phone
- When you sign up for our newsletter or promotional materials
- When you contact us via email, phone, or the contact form on our website
- When you interact with our social media pages
- When you stay at Hotel Etico or attend an event we host
- Please note: all credit card information is collected securely and directly by our trusted third-party payment gateway providers using encryption protocols. Hotel Etico does not have access to or store your full credit card details.

3. Why We Collect Your Information

We use your information to:

- Manage bookings and provide hospitality services
- Respond to inquiries and provide customer support
- Improve our website and user experience
- Send promotional offers, newsletters, and updates (if you've opted in)
- Meet our legal obligations and for internal reporting

4. Disclosure of Your Information

We do not sell your personal information. We may share your data with:

- Service providers (such as booking engines, payment processors, IT and website providers)

- Law enforcement or government agencies when required by law
- Our partners or funders, in de-identified or aggregated formats, for reporting and impact measurement

5. Data Storage and Security

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, or disclosure. Your data may be stored securely in Australia or with reputable third-party providers with appropriate safeguards.

All online transactions, including credit card payments, are processed securely via encrypted third-party payment platforms. Hotel Etico does not store or retain your credit card information.

6. Your Rights

You have the right to:

- Access the personal information we hold about you
- Correct inaccurate or outdated information
- Withdraw consent for marketing communications
- Request that we delete your personal data (subject to legal exceptions)

To exercise these rights, contact us at admin@hoteletico.com.au.

7. Cookies and Analytics

Our website uses cookies and similar technologies to improve your experience and help us understand how visitors interact with the site. You can choose to disable cookies in your browser settings.

8. Third-Party Links

Our website may contain links to other websites. We are not responsible for the privacy practices of those sites. We encourage you to read their privacy statements.

9. Changes to This Privacy Statement

We may update this Privacy Statement from time to time. Any changes will be posted on this page with an updated effective date.

10. Contact Us

If you have any questions about this Privacy Statement or how your personal information is handled, please contact us at:

Hotel Etico Australia

Email: admin@hoteletico.com.au

Phone: 0438 511 352

Address: 1 Montgomery Street, Mount Victoria NSW 2786, Australia