

## Privacy and Legal

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#### Introduction

The Cairns Convention Centre is Australia's first purpose built international standard meetings facility outside a major capital city.

An initiative of the State Government of Queensland, it is operated under contract by AEG Ogden Pty Ltd, Australia's leading public facility management company.

#### Privacy Policy Statement

This statement sets out the Cairns Convention Centre's policy relating to the collection and use of personal information.

#### Personal Information

The Cairns Convention Centre recognises that your privacy is very important to you and that you have a right to control your personal information. We at the Cairns Convention Centre take your privacy very seriously.

Information collected by the Cairns Convention Centre generally comprises names, addresses, contacts, telephone, fax and email addresses. This information is collected for the purpose of building a relationship with you. It is used to assess the suitability of our venue to be able to service your future event requirements.

We do collect some information from our website [www.cairnsconvention.com.au](http://www.cairnsconvention.com.au) via our web hosting provider Bigpond. The type of information collected is in aggregated form and is totally anonymous in that individuals cannot and are not identified. The types of information aggregated are number of visitors, number of pages viewed, from where the users originated ie. country and referring sites.

We do not collect any sensitive information about political or religious beliefs, ethnic background or sexual preferences.

#### Use & Disclosure of Information

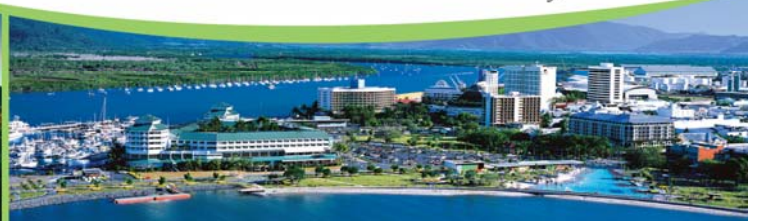
Except for the research organisations as outlined below, the Cairns Convention Centre will not disclose any information without your consent unless:-

- ◆ Required by law
- ◆ To protect the rights of Cairns Convention Centre.

Our goal is to use the information we receive to assess the possibility of building a relationship with a view to partnering you with any future events that we may be able to assist you with.

At all times the information we receive will remain confidential. This information may be referred to a research organisation contracted by the Cairns Convention Centre. These organisations have signed a confidentiality agreement and are also required to abide by the Cairns Convention Centre Privacy Policy when dealing with information supplied by the Cairns Convention Centre. These organisations do not supply this information to anyone or any other organisation. These organisations are provided information to enable them to perform agreed tasks. All information remains the property of the Cairns Convention Centre.

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### Quality of Information

We at Cairns Convention Centre pride ourselves on the quality of our information as it is vital for building our business relationship with you. Our records are reviewed and maintained regularly. However, if you believe the information held is not accurate, please contact us and we will use all reasonable effort to correct the information.

### Security of Information

The Cairns Convention Centre will take all reasonable steps to keep secure any information which we hold about you. Information is stored on secured servers and access to information is only to approved Cairns Convention Centre personnel.

### Access to Personal Information

You can request us to provide you with access to personal information we hold about you. If you wish to access this information, please contact the Centre as per the contact details below.

### Contact or Assistance

If you would like any further information regarding Cairns Convention Centre Privacy Policy or if you believe we have breached any part of this Policy contact us by emailing [admin@cairnsconvention.com.au](mailto:admin@cairnsconvention.com.au) or telephone 617 4042 4200 between 8.30am and 5.30pm Monday to Friday.

### Changes to Policy

The Cairns Convention Centre review their policies from time to time therefore some changes to this policy may be made in the future without notification to specific individuals.

### Copyright and Use of Information

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### Disclaimer

This site has been established by the Cairns Convention Centre to provide its customers with general information about Cairns Convention Centre and the services Cairns Convention Centre can provide. The information is intended for general use only and nothing on this site constitutes an offer to enter into a legally binding contract.

Cairns Convention Centre does not warrant that the information contained in this site is accurate or complete. Except as required by law, Cairns Convention Centre will not be liable for any loss, damage, cost or expense incurred as a result of any error, omission or misrepresentation contained in this site. Any links provided to other sites are for convenience only and Cairns Convention Centre will not be responsible for any loss, damage, cost or expense incurred as a result of accessing those other sites.

The services available from Cairns Convention Centre described in this site may be withdrawn or varied at any time without notice. Information provided on this site about fees is intended as a guide only. Full details of the fees and charges payable for the use of Cairns Convention Centre facilities and services is available on request.

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