

## **HBF PARK CATERING - PRIVACY POLICY**

**Effective Date:** 1 July 2024

**Last Updated:** 4 March 2026

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### **1. Who we are**

VenuesLive Management Services (WA) Pty Ltd (**VenuesLive**) provides catering and hospitality services at HBF Park as agent for the Western Australian Sports Centre Trust, trading as VenuesWest (ABN 47 894 197 015) (**VenuesWest**) (**we, us, our**).

We are committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**).

This policy explains how we collect, use, disclose and protect personal information when you interact with us.

Where VenuesLive provides services on behalf of VenuesWest, personal information may also be handled in accordance with VenuesWest's Privacy Policy, which is available at <https://www.venueswest.wa.gov.au/privacy>

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### **2. Scope**

This policy applies when you:

- Enquire about or use our catering or hospitality services
- Book or attend a catered event or function
- Provide dietary or accessibility information
- Use our websites or digital services
- Interact with our staff
- Make enquiries about catering services
- Apply for employment
- Otherwise engage with us

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### **3. Types of personal information we collect**

Depending on your interaction with us we may collect the following personal information:

- **Identity and Contact Information**  
Name, address, email, phone number
- **Event Information**  
Function details, booking information and guest lists
- **Digital Information**  
Information collected through websites or booking systems
- **Transaction Information**

Invoices, payments and service requests

- **Incident and compliance information**

Information collected to manage incidents or comply with health, safety or regulatory requirements

- **Sensitive Information**

Dietary requirements, allergies or accessibility information required to safely provide catering services. Sensitive information will only be collected with consent, or where authorised or required by law.

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#### **4. How we collect personal information**

Information may be collected:

- Directly from you when you contact us or provide information
- When you make enquiries about our services or events
- Directly from clients or event organisers
- From guests where dietary information is provided
- Through booking forms or websites
- From event partners or the venue
- From suppliers or service providers
- When you interact with our staff

We take reasonable steps to ensure personal information is collected lawfully, fairly and only where reasonably necessary for our providing catering and hospitality services, or where otherwise permitted or required by law.

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#### **5. Collection notices**

Where reasonable we will notify you at or before the time we collect your personal information of who we are, why the information is being collected, how it may be used or disclosed, and how you can access or correct your information or make a complaint.

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#### **6. Why we collect personal information**

We only collect personal information where it is reasonably necessary for our functions and activities, including to operate our business and deliver our catering and hospitality services. This includes managing bookings, preparing and delivering food and beverage services, managing dietary requirements and allergies, communicating with clients and guests, processing payments and invoices, managing staff, and improving our services, or where otherwise permitted or required by law

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#### **7. Children**

We may collect personal information relating to individuals under 18 years of age in connection with catering and hospitality services. Where required, we seek consent from a parent or guardian.

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#### **8. CCTV and surveillance**

VenuesLive does not operate CCTV or surveillance systems at HBF Park.

Where CCTV operates within the venue, it is controlled by VenuesWest and managed in accordance with the VenuesWest privacy policy.

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## **9. Automated decision-making and computer programs**

We may use computer systems and digital platforms to assist with operational decisions relating to catering and hospitality services. These systems may process personal information for purposes such as booking and event management, dietary requirement management, service planning and logistics, payment and invoicing processing.

These systems assist staff in managing services but do not generally make decisions that significantly affect individuals without human involvement.

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## **10. How we use personal information**

Personal information may be used to:

- Manage catering bookings and events
- Prepare and deliver food and beverage services
- Manage dietary requirements safely
- Process payments and invoices
- Communicate with clients and event organisers
- Comply with legal and regulatory obligations
- Improve our services
- Send marketing communications where permitted by law

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## **11. Marketing**

Where permitted by law we may send you information about our services or activities.

You may opt out at any time by using the unsubscribe link in our communications or by contacting us at [privacy@venueslive.com.au](mailto:privacy@venueslive.com.au).

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## **12. Websites, cookies & online technologies**

Our websites may contain links to third-party sites. We are not responsible for the privacy practices of those websites.

Our websites and digital services may use cookies or similar technologies to improve functionality, analyse usage and deliver relevant content. You can manage cookie preferences through your browser settings.

Third-party platforms such as social media providers or analytics providers may collect information in accordance with their own privacy policies.

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## **13. Disclosure of personal information**

Personal information may be disclosed to VenuesWest, service providers and contractors who assist us to deliver services, including catering suppliers, hospitality providers, IT providers, booking systems, payment processors, as well as law enforcement or regulatory authorities and professional advisers.

We take reasonable steps to ensure third party service providers handle personal information in accordance with privacy laws.

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## **14. Overseas disclosure**

Some service providers we use (such as cloud storage, booking platforms or digital systems) may store or process personal information in jurisdictions outside Australia. Where personal information is disclosed overseas, we take reasonable steps to ensure the recipient complies with privacy obligations and has appropriate privacy safeguards in place.

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## **15. Storage and security**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Security measures may include secure IT systems, access controls, encryption and staff training and confidentiality obligations.

We retain personal information only for as long as necessary for lawful purposes and securely destroy or de-identify it when no longer required

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## **16. Data breaches**

If a data breach is likely to result in serious harm, we will respond in accordance with the Notifiable Data Breaches scheme under the Privacy Act. Where required we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required by law.

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## **17. Access and correction**

You may request access to, or correction of, your personal information by contacting us. We will respond within a reasonable period (generally within 30 days) and may require proof of identity. We may refuse requests where permitted by law and will provide written confirmation of any such refusal.

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## **18. Complaints**

If you believe we have breached applicable privacy laws, you may lodge a complaint with our Privacy Officer and we will investigate and respond within a reasonable timeframe.

### **Privacy Officer**

VenuesLive Management Services (WA) Pty Ltd

Suite 1.03, Quad 2, 6 Parkview Drive, Sydney Olympic Park, NSW 2127 Australia

Email: [privacy@venueslive.com.au](mailto:privacy@venueslive.com.au)

Phone: 1300 878 610

If you are not satisfied with our response you may contact the Office of the Australian Information Commissioner (**OAIC**) at [www.oaic.gov.au](http://www.oaic.gov.au).

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## **19. Changes to this policy**

We may update this policy from time to time. The current version will be published on our website with the *Last Updated* date.