



BNE AIRPORT
CONFERENCE CENTRE

ACCEPTABLE USE POLICY

This acceptable use policy ("Policy") sets forth the general guidelines and acceptable and prohibited uses of the www.bneacc.com.au website ("Website" or "Service") and any of its related products and services (collectively, "Services"). This Policy is a legally binding agreement between you ("User", "you" or "your") and Brisbane Airport Conference Centre ("Brisbane Airport Conference Centre Limited", "we", "us" or "our"). By accessing and using the Website and Services, you acknowledge that you have read, understood, and agree to be bound by the terms of this Agreement. If you are entering into this Agreement on behalf of a business or other legal entity, you represent that you have the authority to bind such entity to this Agreement, in which case the terms "User", "you" or "your" shall refer to such entity. If you do not have such authority, or if you do not agree with the terms of this Agreement, you must not accept this Agreement and may not access and use the Website and Services. You acknowledge that this Agreement is a contract between you and Brisbane Airport Conference Centre Limited, even though it is electronic and is not physically signed by you, and it governs your use of the Website and Services.

COOKIE POLICY

This cookie policy ("Policy") describes what cookies are and how and they're being used by the www.bneacc.com.au website ("Website" or "Service") and any of its related products and services (collectively, "Services"). This Policy is a legally binding agreement between you ("User", "you" or "your") and Brisbane Airport Conference Centre Limited ("Brisbane Airport Conference Centre Limited", "we", "us" or "our"). You should read this Policy so you can understand the types of cookies we use, the information we collect using cookies and how that information is used. It also describes the choices available to you regarding accepting or declining the use of cookies.

DISCLAIMER

This disclaimer ("Disclaimer") sets forth the general guidelines, disclosures, and terms of your use of the www.bneacc.com.au website ("Website" or "Service") and any of its related products and services (collectively, "Services"). This Disclaimer is a legally binding agreement between you ("User", "you" or "your") and Brisbane Airport Conference Centre Limited ("Brisbane Airport Conference Centre Limited", "we", "us" or "our"). By accessing and using the Website and Services, you acknowledge that you have read, understood, and agree to be bound by the terms of this Disclaimer. If you are entering into this Disclaimer on behalf of a business or other legal entity, you represent that you have the authority to bind such entity to this Disclaimer, in which case the terms "User", "you" or "your" shall refer to such entity. If you do not have such authority, or if you do not agree with the terms of this Disclaimer, you must not accept this Disclaimer and may not access and use the Website and Services. You acknowledge that this Disclaimer is a contract between you and Brisbane Airport Conference Centre Limited, even though it is electronic and is not physically signed by you, and it governs your use of the Website and Services.

DMCA POLICY

This Digital Millennium Copyright Act policy ("Policy") applies to the www.bneacc.com.au website ("Website" or "Service") and any of its related products and services (collectively, "Services") and outlines how Brisbane Airport Conference Centre Limited ("Brisbane Airport Conference Centre Limited", "we", "us" or "our") addresses copyright infringement notifications and how you ("you" or "your") may submit a copyright infringement complaint.

Protection of intellectual property is of utmost importance to us and we ask our users and their authorized agents to do the same. It is our policy to expeditiously respond to clear notifications of alleged copyright infringement that comply with the United States Digital Millennium Copyright Act ("DMCA") of 1998, the text of which can be found at the U.S. Copyright Office website.

PRIVACY POLICY

This privacy policy ("Policy") describes how the personally identifiable information ("Personal Information") you may provide on the www.bneacc.com.au website ("Website" or "Service") and any of its related products and services (collectively, "Services") is collected, protected and used. It also describes the choices available to you regarding our use of your Personal Information and how you can access and update this information. This Policy is a legally binding agreement between you ("User", "you" or "your") and Brisbane Airport Conference Centre Limited ("Brisbane Airport Conference Centre Limited", "we", "us" or "our"). By accessing and using the Website and Services, you acknowledge that you have read, understood, and agree to be bound by the terms of this Agreement. This Policy does not apply to the practices of companies that we do not own or control, or to individuals that we do not employ or manage.

TERMS AND CONDITIONS

These terms and conditions ("Agreement") sets forth the general terms and conditions of your use of the www.bneacc.com.au website ("Website" or "Service") and any of its related products and services (collectively, "Services"). This Agreement is legally binding between you ("User", "you" or "your") and Brisbane Airport Conference Centre Limited ("Brisbane Airport Conference Centre Limited", "we", "us" or "our"). By accessing and using the Website and Services, you acknowledge that you have read, understood, and agree to be bound by the terms of this Agreement. If you are entering into this Agreement on behalf of a business or other legal entity, you represent that you have the authority to bind such entity to this Agreement, in which case the terms "User", "you" or "your" shall refer to such entity. If you do not have such authority, or if you do not agree with the terms of this Agreement, you must not accept this Agreement and may not access and use the Website and Services. You acknowledge that this Agreement is a contract between you and Brisbane Airport Conference Centre Limited, even though it is electronic and is not physically signed by you, and it governs your use of the Website and Services.

WHAT PERSONAL DATA IS COLLECTED?

At various times, we may collect information about you and/or the persons accompanying you, including the following:

- Contact details (for example, last name, first name, telephone number, email)
- Personal information (for example, date of birth, nationality)
- Information relating to your children (for example, first name, date of birth, age)
- Your credit card number (for transaction and reservation purposes)

- Information contained on a form of identification (such as ID card, passport or driver licence)
- Your membership number for the Accor loyalty program or another partner program (for example, an airline loyalty programme) and information related to your activities within the context of the loyalty program
- Your arrival and departure dates
- Your preferences and interests (for example, smoking or non-smoking room, preferred floor, type of bedding, type of newspapers/magazines, sports, cultural interests, food and beverages preferences, etc.)
- Your questions/comments, during or following a stay in one of our Accorbranded establishments
- Technical and location data you generate as a result of using our websites and applications.

The information collected in relation to persons under 16 years of age is limited to their name, nationality and date of birth, which can only be supplied to us by an adult. We would be grateful if you could ensure that your children do not send us any personal data without your consent (particularly via the Internet). If such data is sent, you can contact the Data Privacy department to arrange for this information to be deleted.

In order to meet your requirements or provide you with a specific service (such as dietary requirements), we may have to collect sensitive information, such as information concerning race, ethnicity, political opinions, religious and philosophical beliefs, union membership, or details of health or sexual orientation. In this case, we will only process this data if you provide your express prior consent.

WHAT PERSONAL DATA IS COLLECTED?

Personal data may be collected on a variety of occasions, including:

1. Conferencing activities:
 - Booking a room
 - Checking-in and paying
 - Hotel stays and services provided during a stay
 - Eating/drinking at the hotel bar or restaurant during a stay
 - Requests, complaints and/or disputes.
2. Participation in marketing programs or events:
 - Signing up for loyalty programs
 - Participation in customer surveys (for example, the Guest Satisfaction Survey)
 - Online games or competitions
 - Subscription to newsletters, in order to receive offers and promotions via email.
3. Transmission of information from third parties:
 - Tour operators, travel agencies (online or not), GDS reservation systems and others
4. Internet activities:
 - Online forms (online reservation, questionnaires, Pages on social networks, social networks login devices such as Facebook login, conversations with chatbot, etc.).

CONDITIONS OF THIRD PARTY ACCESS TO YOUR PERSONAL DATA

1. **We share your data with a number of authorised people and departments in the Brisbane Airport Hotels Group in order to offer you the best experience in our hotels. The following teams may have access to your data:**
 - Hotel staff or Conference staff
 - Reservation staff using Accorreservation tools
 - IT departments

- Commercial partners and marketing services
 - Medical services if applicable
 - Legal services if applicable
 - Generally, any appropriate person within Brisbane Airport Hotels Group entities for certain specific categories of personal data.
2. **With service providers and partners:** your personal data may be sent to a third party for the purposes of supplying you with services and improving your stay, for example:
- External service providers: IT sub-contractors, international call centres, banks, credit card issuers, external lawyers, dispatchers, and printers.
 - Commercial partners: We may, unless you specify otherwise to the Data Privacy department, enhance your profile by sharing certain personal information with its preferred commercial partners. In this case, a trusted third party may cross-check, analyse and combine your data. This data processing will allow us and its privileged contractual partners to determine your interests and customer profile to allow us to send you personalized offers.
 - Social networking sites: In order to allow you to be identified on the Accorwebsite without the need to fill out a registration form, Accor SA has put in place a social network login system. If you log in using the social network login system, you explicitly authorize Accor SA to access and store the public data on your social network account (e.g. Facebook, LinkedIn, Google, Instagram...), as well as other data stated during use of such social network login system. Accor SA may also communicate your email address to social networks in order to identify whether you are already a user of the concerned social network and in order to post personalized, relevant adverts on your social network account if appropriate.
3. **With local authorities:** We may be obliged to send your information to local authorities if this is required by law or as part of an inquiry. We will ensure that any such transfer is carried out in accordance with local regulations.

DATA SECURITY

Brisbane Airport Hotels Group takes appropriate technical and organizational measures, in accordance with applicable legal provisions (in particular: Art. 32 GDPR), to protect your personal data against illicit or accidental destruction, alteration or loss misuse and unauthorized access, modification or disclosure. To this end, we have taken technical measures (such as firewalls) and organizational measures (such as a user ID/password system, means of physical protection etc.) to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services. In relation to the submission of credit card data when making a reservation, SSL (Secure Socket Layer) encryption technology is used to guarantee a secure transaction. Organizational measures ensure the security of the processing.

UPDATES

We may modify this charter from time to time. Consequently, we recommend that you consult it regularly, particularly when making a reservation at one of our hotels.