



YHA PRIVACY STATEMENT

YHA Ltd (ABN: 94 008 387 791) and Twin Mercs Pty Ltd (ABN: 43 121 208 704) collect and handle your personal information in accordance with the YHA Privacy Policy, so that we can:

- Provide and administer our products and services including YHA memberships, travel products, processing bookings, payments, check-ins and cancellations and provide you information about these.
- Ensure safety and security for all guests at our hostel including through verifying your identity;
- Provide customer support and seek and publish feedback as reviews including through conducting surveys and investigating and responding to your queries and comments;

Without your information, we may not be able to provide you products and services and you may miss out on receiving valuable information from us.

If you do not provide photo ID upon check-in you will not be able to stay with us.

For example, we may collect some of your personal information on check-in by scanning your photo ID to verify your identity. If you do not wish your photo ID to be scanned, we still need to sight it and manually record the information. As you will stay in a shared environment with other guests it is important that we know who is in our hostel at all times to ensure maximum safety and security for all guests.

By providing your email address, you consent to receive marketing materials on YHA services. If you do not wish to receive marketing materials from us, please let our staff know upon check-in, or unsubscribe from marketing communications. A link to unsubscribe can be found on all direct marketing materials you receive from us.

If you are providing information on behalf of someone else, you confirm that you have authority to do so, and you have given them the information set out in our Privacy Policy and they have not objected to our handling, use and disclosure of their personal information.

You have a right to access your personal information that we hold and may ask us to update, correct or delete this.

Our Privacy Policy contains more details on your rights and contact details for questions or complaints at <https://www.yha.com.au/privacy/>.