

Privacy Policy

A. **General**

Executive Oasis™ provides accommodation and related services via its Serviced Apartment Network.

Executive Oasis™ recognises the Privacy concerns of its customers, clients, guests, contacts and the users of its Web Site.

The Privacy Policy represents our policy as at 01 January 2007. The Executive Oasis™ will review this Privacy Policy ('the Policy') periodically and reserves the right to modify this Policy from time to time in whole or part, subject to any statutory rights you might have under the Privacy Act and any other applicable legislation. You should review the Policy on the Executive Oasis™ Web Site periodically to ensure that you are updated on any changes.

This Policy applies to on line and off line interactions and/or transactions.

In this Privacy Policy any reference to:

The "Privacy Act" is to the Federal Privacy Act 1988 and any amendments.

Executive Oasis™ means Executive Oasis™ Pty Ltd (ABN 078 996 004) and includes its related entities, and other organisations and individuals operating under the trade mark "Executive Oasis".

The "National Privacy Principles" means the National Privacy Principles for the Fair Handling of information set out in the Privacy Act.

"Personal Information" means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

The "Web Site" means the official Executive Oasis™ Web Site www.executiveoasis.com.au.

Personal Information may be held at the Executive Oasis™ head office and/or a particular Executive Oasis™ Property.

Executive Oasis™ contact details in relation to privacy matters are C/- Privacy Officer:

P.O Box 1693 Armidale NSW 2350.
Phone 1300 55 33 68
Fax 1300 76 86 48

B. Collection

We will only collect Personal Information if it is necessary for one of our functions.

We will collect Personal Information in a lawful and fair way.

Where possible we will make the provision of Personal Information optional.

It is necessary for us to collect Personal Information to carry out a number of functions, including but not limited to;

Completing a booking for you or your agent either on-line or offline via the Executive Oasis™ central reservations service or other Executive Oasis™ sales contact. This may involve the collection of information from an agent e.g. on line, a travel agent or computer booking service;

Providing further information pursuant to a request;

Where you submit a guest survey at a Executive Oasis™ Property and provide your personal details and/or consent to being contacted;

Where you submit a request for a Brochure and or Special offer;

Where you provide feedback about the Executive Oasis™ either off line or on our Web Site; and

If you enter an Executive Oasis™ competition.

Where you have elected to receive further information by email, we may collect details such as whether you open the email, forward the email, access any of the links, or take up a Special Offer.

We may collect, use and disclose non personal information such as:

The source of bookings and statistics in relation to bookings;

The source of users of the Web Site (e.g. Internet Service Provider, country), statistics on the number of users etc (see Item C below).

C. Cookies & Links (For Web Site users)

A "cookie" is a piece of electronic information that is stored on your browser by the Web Site. The Web Site can then refer to that cookie to remember the context of the current user.

Executive Oasis™ Web Site only uses session cookies. Session cookies hold transient information about the current user's context (within a single "session") rather than between visits. Session cookies delete themselves each time you close or re-open your browser, or after 2 hours (whichever comes first), leaving no trace of Personal Information anywhere - neither on the Web Site, nor on the browser.

These session cookies are necessary for the user to browse the Web Site (i.e. you are not able to use the site if you disable the cookies). The session cookies are not

stored in the "Windows/Cookies" or the "Windows/Temporary Internet Files" folders or on disk in any way.

The Executive Oasis™ Web Site uses cookies for identification information. It does not use cookies for;

tracking the behavior of individual users; or

to store Personal Information,

The Executive Oasis™ Web Site may from time to time contain advertisements placed by third party companies or links with other web sites. Web sites associated with those third party companies or accessed via these links may contain cookies which may operate differently and collect personal information by different methods. We strongly suggest that you check the Privacy Policies of these sites.

Executive Oasis™ does not monitor these sites and is not responsible for their content. If you link to another web site you do so at your own risk. Executive Oasis™ makes no warranties regarding these web sites and takes no responsibility for any Privacy Policies or practices of any sites linked to the Web Site.

D. Use of Personal Information

1. We will use the Personal Information which we obtain from you (or your agent) to meet the purpose for which the information was provided.
2. We may use non-personal data for various purposes including, amongst other things analysis, improving our processes, services and products.
3. If you are an "eoasis" member or have elected to receive information, your contact details may also be used for direct marketing purposes unless you have provided us with the notification detailed in Item D5.
4. The Executive Oasis™ Web Site provides you with the opportunity of electing to receive information about specials or other services offered by Executive Oasis.
5. You may notify us if you do not want to receive direct marketing communications or any communications from us, by notifying the Privacy Officer. In the case of e-mail communications or offers, you will have the additional option to unsubscribe where indicated.
6. Executive Oasis™ will not sell or trade your Personal Information to third parties with out your consent, however Executive Oasis™ may distribute Personal Information to its related entities and other members of its group for marketing purposes and general business purposes (unless otherwise specified by you in accordance with Item D5).

E. Disclosure of Personal Information

The Personal Information that you have submitted may be disclosed to a third party to the extent necessary to provide the service that you have requested or to meet the purpose for which it was submitted.

Where you make a booking via the Executive Oasis™ Web Site or via the Executive Oasis™ reservations service, the Personal Information that you submit will be disclosed to the relevant Executive Oasis™ Property that you (or your agent) are booking in order to complete the reservation.

It may be necessary to disclose Personal Information in order to participate in activities with other business partners - if this is to be the case this will either be disclosed to you at the time of collection or reflected in an amended Privacy Policy.

In order to operate our systems and Web Site, from time to time we may engage contractors for a variety of purposes e.g. to assist us with mail outs, our databases or, email campaigns. Where this is necessary we will obtain their agreement to comply with the National Privacy Principles.

Personal Information may be disclosed to a third party if:

the disclosure is permitted by the National Privacy Principles;

the disclosure is required or authorised by law;

Executive Oasis™ believes that the use or disclosure is necessary:

to lessen or prevent a serious and imminent threat to an individual or public health and safety; or

to disclose to an enforcement body or relevant authority as permitted by the National Privacy Principles; or

we have advised you that it will be disclosed to a particular third party at the time of collection or in this Policy.

F. **Access**

Should you seek access to your Personal Information, please forward a written request to the Privacy Officer.

We will provide access to Personal Information in accordance with the requirements of the Privacy Act. We may charge reasonable fees for access.

G. **Accuracy**

We will take reasonable steps to ensure that the Personal Information that we collect is accurate, complete and up to date.

H. **Security**

We will take reasonable steps to protect the Personal Information we hold from misuse and loss and from unauthorised access, modification or disclosure.

Executive Oasis™ has taken the following measures to help secure the Personal Information submitted via the Executive Oasis™ Web Site:

Reservations:

The Reservation Request Forms on the Executive Oasis™ Web Site are secured by the Secure Socket Layer (SSL) protocol. This protocol ensures that all information submitted in our online reservation request system is sent directly to the Executive Oasis™ hosting server limiting the danger of interception.

E-mails:

E-mails transmitted from the hosting server to the Executive Oasis™ reservations service are protected using a 512 character key utilising cipher text encryption to prevent and detect tampering with, interception, or forgery of messages.

Secure channels:

Both Microsoft and Netscape browsers provide users with a positive visual clue that they are at a secure site. In Netscape Navigator and Microsoft Internet Explorer, the closed padlock icon appears in the lower right hand corner of the browser.

Whilst Executive Oasis™ will take all reasonable steps to protect the transmission, no data transmission over the Internet is guaranteed to be totally secure. As such we make no warranty about the security, accuracy or privacy of Personal Information submitted to the Executive Oasis™ Web Site.

I. Further Information, Correction & Deletion

If you require further information about our privacy procedures or you would like to make corrections to your Personal Information held by us, please forward your written request to the Privacy Officer.

If you would like us to delete your Personal Information you should write to the Privacy Officer who will use all reasonable endeavors to delete your Personal Information from Executive Oasis™ records.

J. Complaint Process

If you have any concerns in relation to the handling of your Personal Information, please direct those concerns in writing to the Privacy Officer.

More information about Privacy Law is available from the Federal Privacy Commissioner at www.privacy.gov.au.

K. Security and Video Surveillance

To ensure that both our clients and accommodation are secure and safe Executive Oasis™ monitors movement to and from its accommodation and the surrounding precinct. Executive Oasis™ promises that there are no cameras or monitoring devices in the accommodation itself. Points of access to the accommodation are monitored via electronic security (PIN number/access code). The external accommodation precinct is monitored via video camera with all images stored off site for use only in circumstances where a breach of security has occurred.

Executive Oasis™ uses a booking system where information about a client is stored and which is used solely for the purpose of facilitating a client's booking request. Elements of the booking request are then sent to a secure security server to allow the creation of a unique PIN code to give access to the accommodation for the duration of the client's booking.

* If you are a potential Investor (or existing Investor) we have a separate Privacy Policy that applies to you. If you fit into one of these categories and you would like to view this policy or require any information you should direct all queries to the Privacy Officer.

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