

LK Hospitality

Privacy Policy

Our privacy commitment

LK Hospitality Pty Ltd (ACN 630 451 419) as trustee for the LK Hospitality Discretionary Trust (ABN 38 992 903 904) ('LK Hospitality', 'we', 'us' and 'our') operates a number of hospitality venues across Australia trading under the following business names (each a 'Venue' and together our 'Venues'):

- Omnia, omniabistro.com.au;
- Yugen, yugendining.com.au;
- Portside, portsidemarket.com.au; and
- LKH Events – The Grand Room, lkhevents.com.au/the-grand-room.

We are committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, hold, use and disclose personal information across all of our Venues, and how to contact us if you have any queries about our management of your personal information. This Privacy Policy does not cover personal information collected or held about our employees and contractors.

We handle personal information in accordance with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (Privacy Act), which regulate how personal information may be collected, held, used, disclosed and stored, and how individuals may access and correct personal information held about them. We also handle personal information consistently with the Spam Act 2003 (Cth) and the Do Not Call Register Act 2006 (Cth).

We may change this Privacy Policy from time to time by publishing the updated version on our Venue websites. We encourage you to check our websites periodically so that you are aware of the current version. The current version will be posted on each Venue's website.

If you have any questions regarding this Privacy Policy, or would like a hard copy of this Policy, please contact us using the details below.

What is personal information?

'Personal information' has the meaning given in the Privacy Act. Broadly, it is any information or opinion, in any form and whether true or not, about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name, address, contact number, email address and date of birth.

'Sensitive information' is a sub-category of personal information that includes information about an individual's health, racial or ethnic origin, religious beliefs and membership of a professional or trade association. We only collect sensitive information with your consent or where collection is required or authorised by law.

How does LK Hospitality collect and hold your personal information?

We will only collect personal information about you by lawful and fair means. It is our usual practice to collect personal information directly from you (or from your authorised representative), for example when:

1. you enquire about, or make, a reservation or booking at any of our Venues (whether by telephone, email, in person, or through our reservation systems);
2. you attend a function, event or private dining experience at any of our Venues, including at LKH Events – The Grand Room;

3. you connect to free guest Wi-Fi at any of our Venues;
4. you subscribe to our mailing list, loyalty program, gift voucher program or marketing communications (including via QR codes, in-venue tablets, our websites, or third party platforms);
5. you contact us by telephone, mail, email or online (including through the contact and group booking forms on any of our Venue websites);
6. you complete a customer survey, feedback form or competition entry;
7. we supply any other products or services to you (including takeaway, gift vouchers or merchandise); or
8. you communicate with us through correspondence, chats, email, social media or other online platforms.

Sometimes we collect personal information about customers or potential customers from third parties or publicly available sources, including from marketing and similar lists legally acquired by us, third party reservation and ticketing platforms (such as SevenRooms, OpenTable, ResDiary or equivalent providers), event organisers or your authorised representative.

If you provide us with personal information about another person (for example a family member, guest or function attendee), please make sure that you have their consent to do so and that you tell them about this Privacy Policy.

What kinds of personal information does LK Hospitality collect and hold?

The kinds of personal information that we collect and hold about you will depend on the circumstances of collection and your interactions with us.

For example, if you request a booking, we may collect your name, contact details, payment information and any other information required to confirm and service that booking. If you deal with us in some other capacity (for example, as a function host, supplier or stakeholder), we may collect your name, contact details and any other information you choose to provide to us.

In general, we may collect the following personal information from you:

1. name;
2. mailing or street address;
3. email address;
4. telephone number and other contact details;
5. date of birth;
6. credit card and other payment information (which is generally collected and processed by our PCI DSS compliant payment service providers);
7. dietary requirements, food allergies and accessibility needs (which may include sensitive health information, collected with your consent so that we can safely serve you);
8. preferences regarding our food, beverages, seating and service;
9. details of bookings, attendance, transactions, enquiries, complaints and other dealings with us or our Venues;
10. images and recordings (including CCTV footage captured at our Venues, used for safety and security purposes);

11. your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
12. any additional information relating to you that you provide to us directly through our websites, our apps, social media, or indirectly through other websites or accounts from which you permit us to collect information;
13. information you provide to us through customer surveys, competitions or feedback forms; and
14. any other personal information that may be required in order to facilitate your dealings with us or any of our Venues.

If you provide your personal information to a third party (for example, a third party reservation platform), that information is also collected and managed by those third parties. You should familiarise yourself with their privacy policy before deciding whether you wish to provide them with your information.

How does LK Hospitality use your personal information?

We use your personal information for the following purposes:

1. to confirm, manage and service your reservation, booking, function or event;
2. to process payments, deposits and refunds;
3. to respond to your enquiries, feedback, complaints and incidents at our Venues;
4. to provide tailored hospitality experiences, including catering for dietary requirements, allergies and accessibility needs;
5. to operate, maintain, secure and improve our Venues, our websites, our guest Wi-Fi and our loyalty programs;
6. to send you direct marketing communications about LK Hospitality and our Venues (including news, special offers, events, promotions, menu changes, function packages and loyalty rewards), in accordance with the Spam Act 2003 (Cth) and the Privacy Act;
7. to conduct market research, customer analytics, profiling and reporting;
8. to comply with our legal obligations (including responsible service of alcohol, food safety, occupational health and safety, taxation, accounting and anti-money laundering laws);
9. to investigate, prevent and detect fraud, theft, anti-social behaviour or other unlawful activity at our Venues; and
10. for any other purposes notified to you at the time of collection or otherwise required or authorised by law.

If you do not provide us with the personal information we request, we may be unable to take or confirm your reservation, host your function, provide certain products or services, send you the marketing communications you have requested, or otherwise deal with you.

We may also use your personal information for other purposes required or authorised by or under law, including purposes for which you have provided your consent. That consent may be written, verbal or implied from your conduct.

Sharing across our Venues

Omnia, Yugen, Portside Market and LKH Events – The Grand Room are all operated by LK Hospitality Pty Ltd as a single legal entity. Your personal information is held centrally by LK Hospitality and shared internally across all of our Venues so that we can:

1. recognise you when you visit, book, or attend an event at any of our Venues;
2. maintain a single profile of your booking history, preferences and dietary or accessibility requirements;
3. provide a consistent customer experience across our Venues; and
4. send you marketing communications about all of our Venues.

When you provide personal information to one of our Venues (for example, by making a reservation at Omnia), you acknowledge that your information may be used and disclosed by LK Hospitality for the purposes set out in this Privacy Policy in connection with any of our Venues.

In what other circumstances will LK Hospitality disclose your personal information?

In the course of conducting our business and providing our products and services to you, we may also disclose your personal information to third parties. We may disclose your personal information to, where appropriate:

1. our employees, contractors and agents (on a need-to-know basis);
2. our contracted service providers, including:
 - a. reservation and booking platform providers (such as SevenRooms, OpenTable, ResDiary or equivalent);
 - b. point-of-sale, payment systems operators and financial institutions;
 - c. customer relationship management, marketing automation, email and SMS distribution platforms;
 - d. guest Wi-Fi providers;
 - e. information technology, data hosting, cloud storage and cyber-security service providers;
 - f. professional advisers (including legal, accounting and audit advisers);
 - g. market research and analytics providers; and
 - h. organisations authorised by LK Hospitality to conduct sales, promotional, research or marketing activities;
3. any person interested in purchasing our business or assets, or in connection with a corporate restructure;
4. specific third parties you have agreed we may disclose your personal information to;
5. law enforcement agencies, regulators or government authorities, where required or authorised by law; and
6. any persons acting on your behalf, including those persons nominated by you, your executors, trustees and legal representatives.

We may disclose your personal information to third parties for other purposes required or authorised by or under law, including purposes for which you have provided your consent. That consent may be written, verbal or implied from your conduct.

In all circumstances where your personal information is disclosed, we will take all steps reasonable in the circumstances to ensure that these third parties handle your personal information in accordance with the APPs.

Overseas disclosure

Some of our service providers (including reservation platforms, payment processors, marketing automation tools, data hosting and cloud storage providers) are located, or may store data, outside Australia. This means your personal information may be disclosed to, or accessed from, recipients in countries including the United States, the United Kingdom, member states of the European Union, Singapore, New Zealand, and other countries in which our service providers operate from time to time. Before disclosing personal information overseas, we take reasonable steps to ensure that the overseas recipient does not breach the APPs, including by way of contractual protections.

Direct marketing

We, and our business partners, may send you direct marketing communications and information about our Venues, our services, events and offerings. These communications may take the form of email, SMS, mail, telephone calls or other forms of communication, in accordance with the Spam Act 2003 (Cth), the Do Not Call Register Act 2006 (Cth) and the Privacy Act.

Because we operate Omnia, Yugen, Portside Market and LKH Events – The Grand Room as part of a single business, when you subscribe to our marketing communications or sign up for our loyalty program at any one of our Venues, your subscription will cover marketing communications about all of our Venues.

You may opt out of receiving direct marketing communications from us at any time by:

1. using the unsubscribe facility in any marketing email we send to you;
2. replying 'STOP' to any marketing SMS; or
3. contacting us using the details set out below.

Opting out of marketing will not affect transactional or operational communications, such as confirmations of your bookings, reminders for upcoming events you have booked, or responses to your enquiries.

Using our websites and cookies

We may collect personal information about you when you use and access our Venue websites (omniabistro.com.au, yugendining.com.au, portsidemarket.com.au and lkhevents.com.au/the-grand-room) and our guest Wi-Fi services.

While we do not use browsing information to identify you personally, we may record certain information about your use of our websites, such as which pages you visit, the time and date of your visit and the internet protocol (IP) address assigned to your device.

We may also use 'cookies' or other similar tracking technologies on our websites, including for analytics, advertising and retargeting purposes (such as Google Analytics and Meta pixel). Cookies are small files that store information on your device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser settings, but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under

the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

CCTV at our Venues

We operate CCTV cameras at our Venues for safety, security and incident management purposes. CCTV footage may be retained for a limited period in accordance with our internal retention practices, and may be disclosed to law enforcement agencies or used to investigate incidents that occur at our Venues. Notices are displayed at the Venues advising of CCTV use.

Security

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure, and we use physical, administrative, personnel and technical measures to protect your personal information. However, no method of transmission or storage is completely secure and we cannot guarantee the absolute security of your personal information.

Retention of your personal information

We hold your personal information for only as long as is reasonably required for the purposes for which it was collected, or as otherwise required or authorised by law. We will take reasonable steps to destroy or de-identify personal information when we no longer require it.

Links

Our websites may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from this Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why in writing. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us and we will take reasonable steps to ensure that it is corrected.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time (and in any event within 30 days).

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC):

Office of the Australian Information Commissioner

GPO Box 5288, Sydney NSW 2001

Phone: 1300 363 992

Website: www.oaic.gov.au

How to contact us

If you:

1. have queries, concerns or complaints about the manner in which your personal information has been collected or handled by LK Hospitality or any of our Venues;
2. would like to request a hard copy of this Privacy Policy or discuss any issues relating to this Policy or privacy matters generally; or

would like to request access to or correction of the personal information we hold about you,

please contact:

LK Hospitality Pty Ltd

Email: info@yugen.com.au

Postal address: 605 Chapel Street, South Yarra VIC 3141

Phone: 03 7000 3232

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