

Privacy Policy of Urbenville and District Bowling Club Ltd.

The Privacy Policy applies to personal information collected by the club, as the club is an applicable organisation under the *Privacy Act 1988* (Cth), which governs the way private sector organisations collect, use, keep secure and disclose personal information.

The Act contains 13 Australian Privacy Principles (APP) that set standards for the handling of personal information. The Club has a commitment to privacy and the safeguarding of Member, visitor and staff personal information.

When we collect, use, disclose, store, access or correct your personal information, our actions will comply with the Privacy Act and the Australian Privacy Principles.

The Privacy Policy outlines:

- How and when the club collects personal information;
- How the club uses and discloses personal information;
- How the club keeps personal information secure, accurate and up-to-date;
- How an individual can access and correct their personal information; and
- How the club will facilitate or resolve a privacy complaint.

We recommend that you read and understand the Privacy Policy and keep it for future reference. If you require any clarification, you can contact us on the address at the end of the document.

What is Personal Information?

Personal information is defined under the *Privacy Act 1988* to mean information whether recorded in a material form or not, about an individual whose identity is reasonably identifiable, from the information or opinion. Some examples of personal information are your name, residential/ mailing address, previous address, email address, bank details, photos, bowling history, occupation, date of birth, driver's licence.

What kinds of personal information does the Club collect and hold?

The Club collects a wide range of personal information, and in some cases sensitive information, this may include:

- You're contact details including your occupation and date of birth;
- Proof of your identity (including, but not limited to, driver's licence, passport, birth certificate);
- Details of your membership of the Club including any positions held by you at the Club or any complaints made by you or against you;
- Details of your activities in the Club including your participation in social or sporting activities;
- Information required to perform gaming machine operations (including, but not limited to, your name and membership number to facilitate jackpot payouts)
- Information about you related to a liquor or gaming self-exclusion or banning order about you from yourself, other clubs, ClubsNSW, a Liquor Accord, the Independent Liquor Gaming and Racing Authority or Office of Liquor Gaming and Racing;
- Things you say or do (or said about you) in connection with an incident or potential disciplinary proceedings; and
- Images or video of you at the premises. The Club operates video surveillance for security reasons including to monitor the safety of members, guests and employees and to protect the Club's assets. The footage may be used to investigate incidents and may be disclosed to our legal representatives and law enforcement agencies.

From time to time, we may collect additional information related to specific promotions, services or activities. Wherever practicable, we will advise you of the information being collected and provide you with an opportunity to refuse the collection of information.

How we collect and hold your personal information

Your personal information is collected as a result of your visits to (or dealings with) the Club. Information is collected by recording information that you provide to us, by electronic means or hard copy, and staff observations. We collect personal information when you:

- Visit the Club;
- Apply for or renew membership of the Club or request to use our services;
- Purchase/provide goods or services to/from the Club; use our gaming machines or you request to be excluded from using our gaming machines; attend a function at the Club;
- Plan an event to be held at the Club;
- Participate in activities offered by the Club including competitions and promotions;
- Are banned from the Club or the gaming area;
- Receive or request sponsorship;
- Are involved, witness or are connected to an incident at the Club or disciplinary proceedings of the Club;
- Visit our website or social media site operated by the Club; The website and social media operated by the Club may collect personal information for the purposes outlined in this privacy policy. They may also use cookies. Any information collected as a result of your use of the website operated by the Club will be handled in accordance with this privacy policy. The website and social media site operated by the Club may contain hyperlinks to other websites including those operated by third parties. The links are provided for reference only. The Club does not have any control over these external websites. The Club is not responsible for the content on these sites or the privacy practices adopted by these sites.

As far as possible or unless provided otherwise under this privacy policy, we will collect your personal information directly from you unless it is unreasonable or impractical to do so. For example it may be unreasonable or impractical to collect information from you when the information is provided by other members, our staff or the police.

If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and the reason for it.

Why we collect your personal information

We collect personal information to assist us to operate the Club and carry out certain activities and provide products and services to the members and guests of the Club. The purpose of collecting personal information is to:

- Consider application and renewals of membership;
- Identify who comes to the Club and verify their age and address; provide a safe environment for you, other patrons, visitors and our staff; provide services to members and their guests;
- Carry out accounting and finance requirements and legal and administrative reporting requirements;
- Operate and hold a range of functions and events;
- Carry out competitions and promotional activities;
- Perform gaming operations;
- Offer sponsorships including supporting community sporting and social events
- Conduct elections of the Board; conduct disciplinary proceedings; and recruit employees; and
- Increase membership of the Club.

As a registered club, we have a responsibility to collect certain information about our members and guests pursuant to: the Registered Clubs Act, the Corporations Act, Gaming Machines Act, Liquor Act, Anti-Money Laundering and Counter-Terrorism Financing Act, Work Health Safety Act.

For example, when a person applies for membership of the Club we must collect details including their name and address. We must display this information on the member's notice board to be able to consider the application for membership. If the person does not provide us with this information we cannot consider the application for membership.

Visitors to the Club must produce a recognised form of identification (such as a drivers license or passport) to gain entry to the Club.

Use and Disclosure of personal information

We will only use or disclose your personal information for the primary purposes for which it was collected or as consented to. We use your personal information primarily to allow us to carry out the activities and functions listed above. For example; facilitating membership or visitation requirements (for example, entry into the Register of Members which is available for public inspection by other members);

There may be times when we may need to disclose your personal information to third parties including ClubsNSW, our legal or financial advisers or to other Club members. Information regarding bowlers is provided to Bowls Australia, Bowls NSW and NRDBA. Personal information will only be disclosed to these parties for a purpose permitted by the Privacy Act and/or this policy and your consent will first be obtained where appropriate.

The Club does not disclose personal information to overseas recipients. However, if you agree to information being put on our websites then this could be accessed by other countries.

We may also use or disclose your personal information and in doing so we are not required to seek your additional consent:

- When it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your personal information to be used or disclosed for such a purpose (secondary use);
- if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- if we have reason to suspect that unlawful activity has been, or is being, engaged in;
- or if it is required or authorised by law or formally requested by a statutory or regulatory authority

Data quality and security

The Club takes reasonable steps to ensure that your personal information is safe and secure from unauthorised use and disclosure whether such information is stored electronically or in hard copy.

You will appreciate, however, that we cannot guarantee the security of all transmissions or personal information, especially where the Internet is involved.

Notwithstanding the above, we will take reasonable steps to:

- make sure that the personal information we collect, use or disclose is accurate, complete and up to date;
- protect your personal information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and
- destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

However, the accuracy of personal information depends largely on the information you provide to us, so we recommend that you:

- let us know if there are any errors in your personal information; and
- keep us up-to-date with changes to your personal information.

Access to and correction of your personal information

You are entitled to have access to any personal information relating to you which we possess, except in some exceptional circumstances provided by law (e.g. secrecy provisions under the Anti Money Laundering and Counter Terrorism Financing Laws). You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like access to or correct any records of personal information we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at the end of this document.

Consent

You are agreeing to the terms of this privacy principle if you visit the club or use our website social media site.

Resolving Privacy Complaints

If you believe we have breached the Privacy Act or any of the Australian Privacy Principles or if you want to raise any issues you may have about privacy at the Club please contact the Club. In making a complaint to the Club about privacy, please give us enough details to be able to identify your concerns and respond appropriately. You must provide us with your name and contact details and a description of your complaint. We will respond to you in a reasonable time frame (usually not more than 30 days). If you are unhappy with how we handle the complaint you have a right to take the complaint to the Information Commissioner.

Contact Details

Post: PO Box 50, Urbenville, NSW, 2475

Phone: 02 66341269

In Person: 17638 Clarence Way, Urbenville, NSW 2475
(During normal trading hours)