

# North Haven Bowling & Recreation Club - Privacy Policy

This policy has been updated and adopted to comply with the Australian Privacy Principles, effective 12 March 2014.



## (Commitment to privacy and responsible use of personal information)

The privacy of your personal information is important to us, and this policy is designed to ensure that personal information is managed in an open and ethical manner without risk of disclosure to third parties without the consent of the person involved. Personal information is regarded as any information that relates to an identifiable person, as well as information that can readily identify an individual; it may also include printed text, electronic records, video recordings and/or photographs.

**1. Scope** This policy requires our Club to handle personal information in an open and transparent way, and outlines when and how the Club may collect personal and sensitive information from its members and other parties. We, as a Club, must take reasonable steps to ensure that personal information collected is up to date, under secure storage and only available to properly authorised parties.

**2. Policy** We only collect the information necessary to carry out our business. We do not disclose that information to a third party without your consent and we only use the information for the purpose for which it was collected. You may also request that your details, other than those required by law for us to maintain, be removed from our database.

This information may only be used for the purposes it was collected; it may be used for direct marketing purposes, notwithstanding the individual member/s have the option to opt out of any direct marketing campaigns.

The Club must not and will not disclose any information about a player of approved gaming devices obtained through a player loyalty scheme or cashless system unless that person

- a) Is the person that the information relates to, or
- b) Is lawfully entitled to have access to the information; (*the Gaming and Liquor Administration Act 2007 specifies that representatives of the Independent Liquor & Gaming Authority or Police may, by written notice, require the Club to furnish such information*).
- c) The Club may also disclose personal information to relevant authorities if it reasonably believes that there is a threat to an individual's life, health or safety, or public health or safety

## 3. Purpose

### How we may collect personal information

One way we collect personal information from you is for you to lodge an application form approved under the Registered Clubs Act. We may also collect information from you when you complete other forms, participate in competitions and submit an application for employment. This personal information may include your full name, date of birth, phone and fax numbers, e-mail address, and street and postal address. In some occasions, a recognised form of identification i.e. passport or drivers license will also be required to confirm the personal details provided.

Generally, we collect personal information directly from you however, we may collect and update information over the phone, over the Internet, in person, in writing or if you participate in a customer survey.

From time to time, we may wish to carry out a voluntary survey for feedback. Before collecting survey results, we will advise you of the purpose of the survey e.g. to gain information for the club to improve services etc. Participation in surveys is always optional. The collection of such information enables us to build up a profile of clients who use our products and services and to remain client focused in our delivery of products and services that will enhance the members time spent at our Club.

### Why we collect personal information

Any personal information provided by you to the Club (e.g. name, address, date of birth and contact details), including information collected as a result of a membership card being placed in a gaming machine or other club machine that is linked to a player tracking system (not ATMs) that may provide a benefit or service to you, will be protected. Your personal information may be used by the Club for marketing purposes to improve our services and to provide you with the latest information about those services, any new related services and promotions.

If you do not wish to receive information about services and promotions, the Club, on request, will remove your name from mailing lists.

### Type of personal information we collect

The type of information we generally collect includes your name, e-mail, address and contact numbers. It may be necessary to collect more details for the purpose of enrolling you into a specific promotional program which the individual may choose to opt out of at any stage through written notification. In some circumstances we may also collect medical details that can assist us in cases of emergency, where necessary.

We do not collect sensitive information such as your political or religious beliefs or sexual preference; however we may collect details for statistical purposes such as ethnic background. This type of information can assist us to better develop and deliver more appropriate promotional programs for our members.

### How we store information

We store information in a number of secure databases, paper-based files or other record keeping methods. We have taken steps to ensure the protection of your personal information from misuse, loss, unauthorised access and modification or disclosure.

We also take steps to destroy or de-identify information that we no longer require. In some cases there are statutory requirements for retaining information for a prescribed period of time. We undertake to promptly acknowledge and investigate any complaints about the way we manage personal information.

### Access to personal information or to make a complaint

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. If you have any questions about this Privacy Policy, if you wish to update information we hold about you or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact:

The Secretary Manager  
North Haven Bowling & Recreation Club  
1 Woodford Road  
North Haven NSW 2443  
Phone: (02) 6559 9150  
Fax: (02) 6559 7286  
E-mail: [contact@nhbrc.com.au](mailto:contact@nhbrc.com.au)

We will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations.

### Club website and social media pages

By using the Club's website, you agree to the Internet Privacy Policy of this site ("the website"), which is set out on this web site page. The Internet Privacy Policy relates to the collection and use of personal information you may supply to us through your conduct on the web site. This Internet Privacy Policy is in addition to any other terms and conditions applicable to the web site. We do not make any representations about third party web sites that may be linked to the web site. We recognise the importance of protecting the privacy of information collected about visitors to our web site, in particular information that is capable of identifying an individual ("personal information"). This Internet Privacy Policy governs the manner in which your personal information, obtained through the web site, will be dealt with. You should note that there are security risks in transmitting information via the internet. You should assess these potential risks when deciding whether to use our online services. If you do not wish to transmit information via our website, there are other ways in which you can provide this information to our Club. We welcome your comments and feedback.

- Personal information about visitors to our site is collected only when knowingly and voluntarily submitted.
- As part of you giving information to us, we collect the personal information about you in order for you to take full advantage of our services.
- Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate form only and cannot be traced to an individual user.
- We will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected.
- In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us.
- We may provide links to web sites outside of our websites, as well as to third party web sites (including social media). These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that Web site and its privacy statement.

If you require any further information, or wish to have your details changed or deleted, please contact the Club by telephone on 02 6559 9150, by email to [contact@nhbrc.com.au](mailto:contact@nhbrc.com.au) or by mail to 1 Woodford Road, NORTH HAVEN NSW 2443.

## Membership – online payment and refund policy

You have the option to pay your membership renewal fees online through your financial institution's B-Pay facilities, or the Club's secure online merchant services gateway.

Renewal notices are sent out in April/May each year. You will be notified of the amount due for your membership and the methods by which it may be paid. Fees cover membership for a 12 month period, from 1<sup>st</sup> June each year, until 31<sup>st</sup> May the following year. Part-year memberships are not available.

Payment of the amount due, as indicated in your renewal notice, constitutes your acceptance of your membership for a further 12 months.

If you believe that the membership type or amount due are incorrect, or you wish to change the status of your membership, please contact Club Reception on 02 6559 9150 between the hours of 12pm and 8pm.

Membership fees, once paid and processed, are not refundable other than in exceptional circumstances. Applications for refund must be made in writing to the Secretary Manager, setting out the exceptional circumstances claimed. All applications will be considered by the Secretary Manager on a case-by-case basis and the Secretary Manager's decision on each case will be final. Refund of membership fees will incur an administrative fee of \$10.00 (inclusive GST), which will be deducted before membership fees are refunded. NHBRC is not responsible for the refund of any part of your fees forwarded to associate bodies (Bowls NSW, Regional Zones, etc).

Where an error has been made by NHBRC or a banking facility which results in an overpayment being made, NHBRC will, in consultation with the member, refund via the banking facility the overpayment, or alternatively by cheque or direct transfer for the full amount of the overpayment. Cheques or direct transfers will be settled within 14 days.