



PRIVACY POLICY

From the 12th March 2014, the Australian Privacy Principles (APPs) replaced the then existing Privacy and Information Principles. Nambucca RSL Club Limited is committed to protecting the privacy and personal information of all members, guests, visitors and employees.

Collection of Information

Any personal information collected is for the purpose of providing a product or service, for analysis of club usage and to meet statutory and legal requirements. The type of personal information collected generally comprises name, address, date of birth, proof of age, gender and contact details such as phone, fax and email. Credit or bank details may be collected where required. Included in information gathered is information from membership and loyalty systems such as food & beverage and gaming and from promotional tickets and surveys. Other information may be obtained from website visits and concert ticketing to provide a service to you. To provide a safe and secure environment for everyone the club operates security cameras which collect video information.

Use of Information

The club only uses information for the purpose for which it was collected for example entry into the club. The club does not usually disclose your personal information to any other organisation or person unless there is a legal requirement to do so or unless the club reasonably believes the information is required due to threat to life, health and safety or unlawful activity and is requested by relevant persons or authorities as part of an investigation. The club may disclose your information to third parties that provide services under contract to the club. These contracts require the third party to keep your personal information confidential and secure. Your personal information may be used by the club for marketing purposes such as providing you with the latest information on club activities, promotions and products and services. Upon request to the club your name will be removed from the mailing list if you do not wish to receive such information.

Keeping Information Secure

All personal information gathered is protected. Electronic records are kept on club premises or off site using trusted third parties. Security safeguards include computer firewalls, virus scanning intrusion detection systems and limited password access.



Staff are trained and reminded of their obligations and club buildings have alarms, cameras and guard surveillance as required. Data is destroyed as soon as possible with a balance being internal needs and the legal requirements in terms of the number of retention years. The club does not disclose any of this information to any third parties who operate or hold data outside of Australia.

Access of Information and Correction of Information

Change of names must be supported by legal documentation for example marriage certificate, change of name certificate. Change of addresses can be made in person, by letter or by email.

You have the right to access any personal information that the club holds about you and also a right of correction to your information. Requests can be made to peter.brewis@nambuccarsl.com.au by phone 02 6568 6288 or write to PO Box 161 NAMBUCCA HEADS NSW 2448. Responses to queries or requests will be made within 14 working days. The club will generally not charge a fee for you to access your personal information.

Complaints

If you have a concern about your privacy you have a right to make a complaint and every effort possible will be made by the club to address those concerns. To lodge a complaint, please contact any of the above club addresses and your complaint will be logged and full complaint resolution procedures sent to you. A club representative will contact you within seven days and then keep you informed of the progress of the complaint resolution. If the complaint is unresolved within 30 days you will be contacted and agreement reached on an extended period.

If you are not satisfied with the handling of the matter, we suggest after following the complaints procedure, complaints about handling personal information can also be directed to the Office of the Australian Information Commissioner by phone 1300 363 992 or www.oaic.gov.au or GPO Box 5218 SYDNEY NSW 2001.