

Maclean & District Bowling Club Co-op Limited

PRIVACY POLICY

Maclean & District Bowling Club Co-op Limited is subject to the provisions of the Privacy Act 1988. 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. The Club will adhere to the 13 APP that are relevant to the Club industry.

- a. The Club collects and holds the following members' personal information: Name, address, date of birth, contact number, email address, next of kin, other club membership details, occupation, personal photo, interests and hobbies.
- b. The Club collects this information when a person applies for membership and updates this information when the member renews membership of the Club either in paper or electronic form. Personal information is stored on the Club's computer system and as a 'hard copy' in the Membership Register and Members Listing (used for promotions). Temporary Member's personal information is stored as a hard copy in the Club's archives. Personal information stored on computers is accessed by authorised employees using individual user names and passwords.
- c. The Club collects personal information to comply with statutory requirements of the Co-operatives Act and Registered Clubs Act. The Club uses personal information to allow the Club to communicate with members information such as Annual Reports, periodic Club newsletters and other Club specific promotional material. The Club uses personal information to manage lawn bowls and other sporting activities. The Club discloses personal information to third parties for the purposes of managing the Clubs membership data base, bowls activities, point of sales systems and Club specific marketing programs.
- d. An individual may lodge a complaint with the Club's Secretary Manager in writing. A complaint must include the following information;
 1. Name, address and contact details of person making complaint, and
 2. The nature of the complaint, and
 3. How the complainant believes that the APP have been breached, and
 4. The remedy being sought by the complainant.

On receipt of a complaint, the Club will initially respond by acknowledging receipt of the complaint. The Secretary Manager and Board of Directors will assess the complaint and may refer the complaint to ClubNSW Code of Practice Administrator for investigation. The Club will consider any recommendation made by the Code Administrator and will respond to the complainant.

- e. The Club does not disclose personal information to overseas recipients.

- f. The Club does not disclose your personal information to any other organisation or person unless there is a legal or operational requirement to do so. The Club may disclose personal information to relevant authorities if the Club reasonably believes that there is a threat to an individual's life, health or safety, or public health or safety. If the Club has reason to suspect that unlawful activity has been, is being or may be engaged in, personal information may be used or disclosed as a necessary part of any investigation and reporting to relevant persons or authorities.
- g. 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. Third parties that the Club may disclose your information to include:
 - 1. eBet Gaming
 - 2. SenPOS Point of Sale Systems
 - 3. Royal NSW Bowling Association
 - 4. NSW Women's Bowling Association
 - 5. Sports Pick
 - 6. Corner Post Marketing (club newsletter mailing list, market research annual reports)
- h. Your personal information, including information about you obtained as a result of you placing your membership card in the eBet Gaming system or any other Club system (not including the ATM machine), may be used by the Club for marketing purposes to improve our services and to provide you with the latest information about those services and any new related services and promotions.
- i. If you do not wish to receive information about services and promotions, the Club, on written request, will remove your name from mailing lists.
- j. This club may collect personal information in order to comply with obligations under the AML/CTF Act. The personal information collected will be kept secure at all times and only passed on to external bodies if required or authorised by law.
- k. You have a right to access any personal information that the Club may hold about you, including a right of correction of your information. The Club will not charge a fee for you to access your personal information. Personal information can be accessed by contacting the Club's administration office on 6645 3711 during normal office hours (Monday to Friday, 9am – 4pm).

This policy is correct at 01 November 2017.