

## Narrandera Ex-Servicemen's Club Ltd

### PRIVACY POLICY

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**Narrandera Ex-Servicemen's Club Ltd** [the Club] is committed to providing you with the highest levels of customer service. This includes protecting your privacy and keeping you informed of our privacy policy.

**Narrandera Ex-Servicemen's Club Ltd** [the Club] is registered under the Registered Clubs Act 1976 and has obligations under Part Three (3) of the Act to collect and store personal information about its' members.

The Club is required to comply with the provisions of the Privacy Act 1998 ("Privacy Act") and the Australian Privacy Principles 2014 {AAP's} which regulates, among other things to, the collection, storage, quality, use and disclosure of personal information. Additionally – the Club is required to respond to data breaches under the NDB Scheme {Notifiable Data Breaches Scheme}.

The NDB Scheme requires entities to notify affected individuals and the Office of the Australian Information Commissioner {OAIC} about any "eligible data breach" that occurs.

The principal activities of the Club are:

- providing a venue for members and guests to engage in social activities
- supporting the community in sporting and social events
- providing members and their families access to a range of goods and services
- providing a safe friendly environment for visitors, members and their guests to meet

#### **Personal Data**

The Club collects personal information from members and visitors including name, address, occupation, date of birth, proof of age, contact details and the extent of your use of, and purchase of, goods and services offered by, or available at or from, the Club.

The Club collects this information from you by various means including without limitation by you completing your membership application or renewal form, by you completing a darts and/or pool registration form, by you completing entries into competitions and promotions.

Your personal information is held securely in our computer system and where your personal information has been provided in hard copy format this information is either destroyed, held securely on a Club site, or held securely within the control of our Sub-Club representatives.

The Club collects this information in order to:

- Identify you and process your membership applications.
- Meet statutory requirements under the Registered Clubs Act, Anti – Money Laundering and Counter Terrorism laws and other relevant legislation.

- Contact members to up-date our data base, advertise and market events, activities and opportunities, (including by direct mail, telephone, SMS and MMS and email) including without limitation with respect to food and beverage, promotions, entertainment, wagering, gaming machines, gaming, sporting events and venue hire.
- Analyse usage of services offered by the club and visitation to the club.

## **Purpose**

The Club will only use your personal information for the purpose for which you have provided it.

EG: for application of club membership or to gain entry to the Club premises as a visitor or guest or for other uses as permitted by the Privacy Act or uses for which you have consented to having your personal information used for.

The Club WILL NOT disclose an individuals' personal information to overseas recipients.

The Club WILL deal with all/any complaints in a timely and professional manner.

In addition to the information provided above with regard to the collection and use of personal information – the Club will provide the following on request:

- Personal information about the individual that is held by the Club and make corrections, additions or alterations as required. We will take reasonable steps to correct Club records appropriately and within a reasonable time frame in accordance with legislative requirements.
- If you wish to make a complaint about the Club's use of your personal information - please put your complaint in writing providing as much detail as possible and forward it by letter to the Chief Executive Officer at the Registered Office of the Narrandera Ex-Servicemen's Club Ltd. The CEO, or another representative of the Club, will investigate the complaint and will provide you with a written response following the completion of the investigation. Alternatively you may choose to contact the Office of the Australian Information Commissioner (OAIC) about a breach of the Australian Privacy Principles.  
[www.oaic.gov.au](http://www.oaic.gov.au)

The Club will be unable to allow you to join the Club or to be a temporary member, unless you have provided us with the required personal information. The Club will also be unable to provide you with certain goods and services or to join a Sub-Club, unless you have first provided the Club with the required personal information.

The Club will not use your personal information for any other purpose, nor will we disclose it, unless we have your consent or in other circumstances where such use or disclosure is permitted under the Privacy Act.

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. All third party providers are required to comply with the Privacy Act 1988.

From time to time, the Club may wish to carry out a voluntary survey for feedback.

Before collecting survey results, the Club will advise you of the purpose of the survey.

EG: to gain information for the club to improve services etc.

## **Visitors and Guests**

Under the Registered Clubs Act patrons visiting the Club must produce a recognised form of identification i.e. passport, drivers license or proof of age card to gain entry to the premises. The Club uses manual sign-in registers to gather this information. This information is kept in a secure storage facility on site and is not accessible to anyone other than authorised Club staff. The register is retained by the Club for a period of at least 3 years after the date of the last entry in the register. When required the Club may share this information with law enforcement and regulatory bodies such as the Independent Liquor and Gaming Authority.

## **Surveillance of Venues**

The Club is monitored by video surveillance for security reasons. Details of suspected or actual illegal and/or undesirable activities on our premises may be shared with other clubs, law enforcement and regulatory bodies such as the Independent Liquor and Gaming Authority.

## **COVID 19**

The Office of the Australian Information Commissioner (OAIC) appreciates the unprecedented challenges Australian Government agencies and private sector employers are facing to address the spread of COVID-19.

### **The Privacy Act will not stop critical information sharing.**

Agencies and private sector employers have important obligations to maintain a safe workplace for staff and visitors and to handle personal information appropriately.

In order to manage the pandemic while respecting privacy, agencies and private sector employers aim to limit the collection, use and disclosure of personal information to what is necessary to prevent and manage COVID-19, and take reasonable steps to keep personal information secure.

***The Club will only use your personal information for the purpose for which it is provided.***

Chief Executive Officer

Mr. R. Boller

Narrandera Ex-Servicemen's Club Ltd

39 – 45 Bolton Street

Narrandera NSW 2700

Last up-dated June, 2021