

Privacy Policy
Campsie RSL Sub-Branch Club Ltd
ACN 001 044 373



Campsie RSL Sub-Branch Club Ltd (**Club, Campsie Group, us, we, our**) is a registered club under the *Registered Clubs Act 1976* (NSW) and a company limited by guarantee incorporated under the *Corporations Act 2001* (Cth). We are committed to providing you with the highest levels of customer service. This includes protecting your privacy and keeping you informed of our current privacy policy, which is accessible at: <http://www.campsiersl.com.au/Privacy.aspx>

By visiting our website at www.campsiersl.com.au (**Website**), using our goods and/or services or by otherwise providing your personal information to us, you confirm your acceptance of the terms of this policy and consent to the handling of your personal information as set out in this policy. If you do not agree with the terms of this policy, please do not use our products, services, Website or otherwise provide us with your personal information.

Purpose

The purpose of this policy is to ensure that the Club complies with the *Privacy Act 1988* (Cth) (**Privacy Act**) (including any amendments to the Privacy Act) and the Australian Privacy Principles (**APP**), which regulate how APP entities must manage personal information (as defined in the Privacy Act), and to protect your personal information, which we take very seriously. In particular, we will explain:

- how this policy will apply to our members, guests and visitors;
- what kind of information we may collect about you, how we collect it and how we might use the information;
- how we may disclose that information;
- how you can access the information that we hold about you;
- when we might use your information to contact you;
- how we protect your personal information;
- how we might use cookies, if any, to collect information on our Website and other digital platforms, and how you can control or delete these cookies; and
- how and why, we collect additional information to improve our services.

Collection

Types of information collected

As a registered club, we collect personal information about you, that is, information that can identify you such as your name, street address, mailing address, email address, phone number, occupation, date of birth, gender, proof of age, photograph, social media participation details, affiliations, memberships of other organisations, PINs and passwords that we may use in our interaction with you, live or recorded CCTV or video or audio, other contact details and the extent of your use of (and preferences in relation to) products and services offered by, or available at or from the Club, and other information relevant to providing you with the services you are seeking.

How we collect information

Where possible, we will collect your personal information from you in a number of ways. These include, but are not limited to you:

- completing and submitting your membership application or renewal form;
- entering the Club and choosing either to scan your ID or manually enter your details into the terminal;
- sharing your health information with us including any medical conditions you may have in order for us to provide our facilities or services to you;
- completing entries into competitions and promotions;

Privacy Policy
Campsie RSL Sub-Branch Club Ltd
ACN 001 044 373



- using our gaming machines or requesting to be excluded from using our gaming machines;
- obtaining, applying for, or renewing membership of a sub-club of the Club or participating in the activities of a sub-club of the Club;
- otherwise using our facilities or services and being observed by our staff;
- providing witness statements in disciplinary matters;
- requesting sponsorship through programs such as ClubGRANTS;
- applying for a job with us;
- using the Website;
- providing your bank account details for EFT gaming prize payments; and
- fulfilling AML/CTF requirements where required.

In general, if you contact us, we may keep a record of that correspondence.

Whilst we strive to only collect personal information about you from you, there may be circumstances where 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.

Purpose of collection

The Club collects this personal information in order to:

- verify your age, identify you and process your membership applications;
- comply with our obligations and meet statutory requirements under legislation relating to registered clubs, liquor, gaming, anti-money laundering, and other relevant legislation that may apply to the Club;
- contact members to advertise and market events, activities, opportunities, offers and the goods and services provided by the Club or companies in which the Club has an ownership interest (including by direct mail, telephone, SMS and MMS) including without limitation with respect to food and beverage, promotions, entertainment, wagering, gaming machines, gaming and venue hire;
- analyse usage of food and services offered by the Club;
- provide you with goods or services you are receiving or utilising as offered by the Club and to offer and administer any benefits you subsequently become entitled to in relation to that product or service;
- provide a safe environment for you, other members and guests and our staff;
- conduct elections of the Board;
- conduct disciplinary proceedings;
- share your information with companies in which the Club has an ownership interest for the purpose of them marketing their products to you;
- analyse Website usage;
- respond to your submissions, questions, comments, requests and complaints;
- conduct our internal business and management processes, for example accounting or auditing purposes;
- assess an applicant's suitability for employment; and
- for any other purposes that would reasonably be expected by you.

Privacy Policy
Campsie RSL Sub-Branch Club Ltd
ACN 001 044 373



Use and Disclosure

We only use and/or disclose your personal information for the purpose for which it was collected (e.g. for application of club membership or to gain entry to the Club premises as a visitor or guest) or for other purposes as permitted by the Privacy Act or that are set out in this policy or for which you consent.

From time to time, you may be able to visit the Website or deal with us anonymously. However, please be aware that, if you do not provide us with certain personal information that we require, we may not be able to provide you with the products and/or services that you seek.

For example, 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 otherwise only disclose your personal information (which may include sensitive information) to third parties on the basis that they agree with us to keep your information confidential (except where we are authorised or required by law to disclose the information). These third parties may include (but are not limited to):

- our related companies, companies in which the Club has an ownership interest or our agents, in order to: to provide products and/or services to you; or to market to you, their products and/or services which you may be interested in;
- employees, third party service and content providers, dealers and agents, contractors and advisors;
- law enforcement bodies to assist in their functions, courts of law or as otherwise required or authorised by law; and
- regulatory or government bodies for the purposes of resolving customer complaints or conducting investigations.

You consent to us disclosing your personal information to the third parties listed above, and similar organisations who may in turn provide your information to other third parties. You can withdraw your consent at any time by informing us in writing (except where we are authorised or required by law to disclose the information).

There is certain information that we must send members of the Club, such as a notice of general meeting. You cannot opt out of receiving this information.

Internet Users

If you access our Website we may collect additional personal information about you including your Internet Protocol (IP) address, domain name, type of operating system, type of browser and your general area of location. Also, our Website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our Website and to create a personal record of when you visit our Website and what pages you view, so that we may serve you more effectively.

Marketing and Promotional Material

The Club may use your personal information for the purposes of marketing our services/products or to inform you of new services, promotions or events that we believe you may be interested in. For example, 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 e.g. to gain information for the club to improve services etc. You may limit the amount of personal information you provide to

Privacy Policy
Campsie RSL Sub-Branch Club Ltd
ACN 001 044 373



us by not using the Club's membership rewards card or by informing us that you no longer wish to receive any promotional material from the Club.

Visitors and Guests

Under the Registered Clubs Act, patrons visiting the Club must produce a recognised form of identification i.e. passport, driver's licence or proof of age card to gain entry to the premises. The Club uses terminals to gather this information and to protect the data collected i.e. addresses of patrons. Scanning of licences is optional and, if preferred, use of manual sign-in, via the terminals is available for patrons once the form of identification has been sighted by an authorised officer of the Club.

Do I have to use the electronic ID scanner to enter the Club?

No, you are not obliged to scan your identification. If you prefer you can simply manually enter your name, address and signature (as required by the Registered Clubs Act) into the terminal and present your identification to staff who will confirm your details.

What information is collected from the electronic ID scanners?

The current version of the electronic scanners used by the Club retains a full copy of your ID which means that the Club collects all the information recorded on your ID (which may include sensitive information). This information is retained for at least three years to comply with our obligations under the Registered Clubs Act. Our electronic ID scanners store data on site only in an SQL authenticated password protected database.

Why does the Club use I.D scanners?

Under the Registered Clubs Act, we are required to maintain records of the name, address and signature of temporary members and guests over the age of 18. Previously, we provided paper registers that needed to be filled out by hand which was slow and cumbersome and wasted paper.

The Club now offers scanning terminals which are quicker and more efficient for temporary members and guests who want to enjoy the facilities of the Club but do not want to manually write in their details.

Scanners are a secure way of holding information and also help provide a safe environment for you, other patrons and our staff. The information collected may be passed on to the police or OLGR to assist in any investigation.

Scanners are also environmentally friendly in that they have helped the Club reduce its paper usage and storage.

The collection of personal and sensitive information of the individuals who choose to scan their identification is reasonably necessary for the activities and functions of the Club above.

Surveillance of Venues

The venues in the Campsie Group are subject to video and at times audio 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 Liquor & Gaming NSW and the NSW Independent Liquor and Gaming Authority.

Security and storage

The Club is committed to keeping your personal information secure, and we will take reasonable precautions to protect your personal information from unauthorised access, loss, release, misuse or alteration.

Privacy Policy
Campsie RSL Sub-Branch Club Ltd
ACN 001 044 373



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

The Club has implemented systems to ensure that your personal and sensitive information is securely stored on our networks and protected by authentication log in procedures. The Club operates the AV defender anti-virus program and takes all reasonable steps to protect personal information from misuse, interference and loss, unauthorised access, modification, destruction and disclosure.

We are required by law to keep some types of information for certain periods of time, with personal information stored and archived for a period of seven (7) years. This includes information about non-members and internet site transmission logs. If we no longer require your personal information, we will generally destroy or de-identify it.

If we receive personal information about someone that we did not solicit (either directly or by facilitating the provision of that information to us) then within a reasonable period after receiving the information we aim to destroy the information, or if destruction is not possible in the circumstances, to ensure the information is deidentified.

Access and Correction

If you need to access your personal information that is held by the Club, you will be required to make a written request to the Club's Privacy Officer using the details below. The Club will provide you access to your information except where the Privacy Act prohibits it or if there are exceptions under law where we may refuse your request for access. To change your name on the membership database, supporting documentation from a government source is required. Change of addresses can be done by completing a "Change of Address" form, by letter or by use of the internet.

The Club encourages its members to update or correct personal information, so that the information is accurate and current. If you believe the personal information we hold on you is incorrect, please advise us in writing by sending your letter or email to the Privacy Officer using the details below and informing us of the correct information. We will take reasonable steps to correct Club records appropriately and within a reasonable time frame, except where the Privacy Act prohibits it or if there is an exception under law where we may refuse your correction request. The Club takes reasonable steps in the circumstances to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

Complaints

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 or email to the Privacy Officer using the details below. The Privacy Officer, or another representative of the Club, will investigate the complaint and will provide you with a written response within a reasonable time following the completion of the investigation.

Feedback

If you believe the Club has not adequately dealt with your complaint, you may forward your complaint to the Office of the Australian Information Commissioner (OAIC) whose contact details are as follows:

Officer of the Australian Information Commissioner

Phone: 1300 363 992

Privacy Policy
Campsie RSL Sub-Branch Club Ltd
ACN 001 044 373



Email: enquiries@oaic.gov.au

GPO Box 5218 Sydney NSW 2001

Overseas Disclosure

Generally, the Club will not disclose personal information to overseas recipients except with your consent or where we are required or authorised to do so by law. Occasionally, we may disclose personal information to overseas recipients in the course of our business. Where we do disclose your personal information to overseas third parties, we will take such steps as are reasonable to ensure that your personal information is handled in accordance with the Privacy Act and this policy.

Data Breach

If a data breach or suspected data breach occurs, we will undertake a prompt investigation, which will include an assessment of whether the incident is likely to result in serious harm to any individuals. In such a situation we will comply with the requirements of the Privacy Act which may require notification to the OAIC and affected individuals. Please contact us if you have reason to believe or suspect that a data breach may have occurred, so that we can investigate and, if necessary, undertake appropriate containment, risk-mitigation and notification activities as required.

Changes to Our Privacy Policy

The Club reserves the right to make changes to this policy from time to time. We will publish any changes on the Website at <http://www.campsiersl.com.au/Privacy.aspx> . By continuing to use our products, services and Website or by continuing to provide us with your personal information after these changes have been published, you confirm your acceptance of these changes.

Contact us – Privacy Officer

Further information on Privacy can be obtained by contacting the Club's Privacy Officer using the contact details below:

Privacy Officer

The Privacy Officer
Campsie RSL Sub-Branch Club Pty
25 Anglo Road, CAMPSIE NSW 2194
Telephone: 02 9784 0200
Email: privacy@crslgroup.com.au

Updated: 21/02/2023