

# PRIVACY POLICY

April 2014

Hornsby RSL Club Ltd (“the Club”) acknowledges and respects the privacy of individuals, including members, visitors and employees of the Club and the objective of this policy is to ensure that all staff (including Managers) are aware of their rights and obligations in relation to privacy in the workplace.

## **What Personal information does the Club collect?**

The Club collects personal information from our customers to ensure compliance with legislation within the Registered Clubs Act 1976 to provide Club membership and entry onto Club premises. Information includes name, address, date of birth, gender, contact details (telephone and email), payment information, driver’s licence details and/or passport details.

## **How do we collect your personal information?**

The Club collects your information primarily from you directly via membership application to become members of the Club or via proof of identity and residency upon entry to the Club when visiting.

Visitors to the Club are required by legislation to verify their home address and date of birth. Entry scanning systems are in place to collect this data from driver’s licenses automatically.

We also collect information via registration and or purchase through the Club online portals including the Club’s website, online ticketing and Club’s mobile app.

We may also collect information indirectly via promotions within the Club; use of membership card in gaming machines and at point of sale registers in conjunction with the Clubs loyalty program.

## **Why do we collect your personal information?**

Your personal information is collected to ensure the Club can provide exceptional levels of service to our members as well as complying with legislation under the Registered Clubs Act 1976 .

For example to:

Verify your age and address details;

Apply for Club membership;

Ensuring the safety of Club members and Club property;

Provide the latest information to members on services, marketing initiatives and special offers;

Deal with customer enquiries and support.

## **How do we share your personal information?**

Unless permitted by the Privacy Act or otherwise required by law, the Club will not disclose your personal information, without prior written consent, provide your personal information to any other organization or person. Examples of when personal information is shared includes:

To relevant authorities if the Club reasonably believes that there is a threat to an individual’s life, health or safety, or public health and safety;

If Hornsby RSL Club has reason to suspect that unlawful activity has been, is being or may be engaged in, the Club may disclose personal information to relevant authorities as a necessary part of any investigation or report;

The Club may disclose your information to third parties that provide services under contract to the

Club such as distributions companies for mailing marketing materials. All such contracts require the third party to keep any personal information provided by the Club secure and confidential.

The Club does not disclose any personal information to overseas parties.

### **How do we hold your personal information?**

All customer information is held securely on controlled systems and secure against unauthorised access.

### **How can you access and correct your personal information?**

Individuals are entitled to obtain access to personal information records about themselves by contacting the Hornsby RSL Club Privacy Officer (see relevant contacts below) for review or correction of information held by the Club including opting out of certain communications.

The Club will take reasonable steps to ensure that the personal information it holds is accurate, relevant to its purpose and up to date.

### **Complaints handling?**

If you think the Club has interfered with your privacy you can make a complaint to the Club. You will need to address your complaint in writing with identification to the Hornsby RSL Club Privacy Officer.

The Privacy Officer will investigate your complaint and will endeavour to respond by written reply within 30 days of receipt of your complaint letter.

If you are dissatisfied with the Clubs response to your complaint you can take your complaint to the Office of the Australian Information Commissioner, whom may investigate.

### **Contacts**

You can obtain further information about the Clubs Privacy Policy by contacting the Clubs Privacy Officer.

Post: Privacy Officer  
Hornsby RSL Club Limited  
4 High Street,  
HORNSBY NSW 2077

Telephone: 02 94777777

Email: [privacy@hornsbyrsl.com.au](mailto:privacy@hornsbyrsl.com.au)

Website: [www.hornsbyrsl.com.au](http://www.hornsbyrsl.com.au)

Contact of the Office of the Australian Information Commissioner (OAIC)

Website: [www.oiac.gov.au](http://www.oiac.gov.au)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Telephone: 1300 363 992

Post: GPO Box 5218  
Sydney NSW 2001