

## Privacy Policy

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### Introduction

From time to time Cessnock Rugby League Supporters Club Ltd. ("the Company") is required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to, its customers, contractors, suppliers and employees) in the performance of its business activities.

This document sets out the Company's policy in relation to the protection of personal information, as under the Privacy Act 1998 (Cth) the ("Act") and the Australian Privacy Principles ("APP"). The APPs regulate the handling of personal information.

### What is personal information?

Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

### Employee records

This policy does not apply to the collection, holding, use or disclosure of personal information that is an employee record. An employee record is a record of personal information relating to the employment of an employee. Examples of personal information relating to the employment of the employee include, but are not limited to, health information and information about the engagement, training, disciplining, resignation, termination, terms and conditions of employment of the employee. Please see the Act for further examples of employee records.

### Kinds of information that the Company collects and holds

The Company collects personal information that is reasonably necessary for one or more of its functions or activities. The type of information that the Company collects and holds may depend on your relationship with the Company. For example:

**Candidate:** if you are a candidate seeking employment with the Company, the Company may collect and hold information including your name, address, email address, contact telephone number, gender, age, employment history, references, resume, medical history, emergency contact, taxation details, qualifications and payment details.

**Customer:** if you are a customer of the Company, the Company may collect and hold information including your name, address, email address, contact telephone number, gender and age.

**Supplier:** if you are a supplier of the Company, the Company may collect and hold information including your name, address, email address, contact telephone number, business records, billing information, information about goods and services supplied by you.

**Referee:** if you are a referee of a candidate being considered for employment by the Company, the Company may collect and hold information including your name, contact details, current employment information and professional opinion of candidate.

**Sensitive information:** the Company will only collect sensitive information where you consent to the collection of the information and the information is reasonably necessary for one or more of the Company's functions or activities. Sensitive information includes, but is not limited to, information or an opinion about racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, membership of a trade union, sexual preferences, criminal record, health information or genetic information.

### How the Company collects and holds personal information

The Company must collect personal information only by lawful and fair means. The Company will collect personal information directly from you if it is reasonable or practicable to do so. The Company may collect personal information in a number of ways, including without limitation:

- through application forms;
- through hotel reservation and check in processes and forms including online;

- through bookings and use of payment methods electronic and otherwise;
- by email or other written mechanisms;
- over a telephone call;
- in person;
- through transactions;
- through our website;
- through surveillance camera;
- by technology that is used to support communications between us;
- through publicly available information sources (which may include telephone directories, the internet and social media sites); and
- direct marketing database providers;

When the Company collects personal information about you through publicly available information sources, it will manage such information in accordance with the APPs.

At or before the time or, if it is not reasonably practicable, as soon as practicable after, the Company collects personal information, the Company must take such steps as are reasonable in the circumstances to either notify you or otherwise ensure that you are made aware of the following:

- the identity and contact details of the Company;
- that the Company has collected personal information from someone other than you or if you are unaware that such information has been collected;
- that collection of personal information is required by Australian law, if it is;
- the purpose for which the Company collects the personal information;
- the consequences if the Company does not collect some or all of the personal information;
- any other third party to which the Company may disclose the personal information;
- the Company's privacy policy contains information about how you may access and seek correction of personal information held by the Company and how you may complain about a breach of the APPs; and
- whether the Company is likely to disclose personal information to overseas recipients, and the countries in which those recipients are likely to be located.

**Unsolicited personal information** is personal information that the Company receives which it did not solicit. Unless the Company determines that it could have collected the personal information in line with the APPs or the information is contained within a Commonwealth record, it must destroy the information to ensure it is de-identified.

#### **Purposes for which the Company collects, holds, uses and/or discloses personal information**

The Company will collect personal information if it is reasonably necessary for one or more of its functions or activities. The main purposes for which the Company may collect, hold, use and/or disclose personal information may include but are not limited to:

- to verify your age, identify you and process your membership application;
- comply with our obligations and meet statutory requirements under the Registered Clubs Act, Anti-Money Laundering and Counter Terrorism laws and other relevant legislation;
- contact members to advertise and market events, activities, opportunities, offers and the goods and services provided by the Company (including by direct mail, email, telephone, SMS and MMS) including without limitation with respect to food and beverage, promotions, entertainment, wagering, gaming machines, gaming, events and function facilities;
- provide you with goods or services you are receiving or utilising as offered by the Company and to offer and administer any benefits you subsequently become entitled to in relation to that product or service;
- conduct our internal business and management processes, for example accounting or auditing purposes;
- recruitment functions;
- customer service management;

- training and events;
- surveys and general research;
- business relationship management;
- to record and allow for the required information relating to your reservation, stay or visit a motel owned by the Company;
- to facilitate your stay at a motel owned by the Company;
- to facilitate your receipt of products or services while staying at a Company owned motel;
- to retain your payment information such as your payment credit card number and other card information, as well as authentication information and the billing and account details associated with mobile billing or in person billing or taking or keeping a pre-payment for services to be provided by the Motel;
- for use with frequent flyer or travel partner program affiliations, including your member number details and details in relation to your stay or amount spent;
- facilitating on your behalf with third parties travel experiences, car rental bookings and airline check-ins and the like associated with your stay at the Company motel;
- details as required to allow you to use any inhouse Wi-Fi located in the motel or a club owned by the Company; and
- for any other purposes that would reasonably be expected by you.

The Company may also collect, hold, use and/or disclose personal information if you consent or if required or authorised under law.

### **Use and Disclosure**

The Company will only use and/or disclose your personal information for the purpose for which you have provided it (e.g. for application of Company membership or to gain entry to the Company premises as a visitor or guest);

- for other purposes as permitted by the Privacy Act;
- for purposes that are set out in this Privacy Policy;
- or for purposes for which you have consented.

When, or before, the Company collects personal information, the Company will take reasonable steps to inform the individual providing the information of:

- The purposes for which the information is collected;
- Where applicable, any law that requires the particular information to be collected; and
- The main consequences for the user if all or part of the information is not provided.

The Company 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 Company may disclose your information to third parties. These third parties may include (but are not limited to):

- Employees, third party service and content providers, dealers and agents, contractors and advisors and suppliers who assist the Company in managing our business or operating our website, for example, business support services, payment processors, website hosting service providers, cloud storage providers etc;
- 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.

Before the Company discloses personal information about you to a third party, the Company will take steps as are reasonable in the circumstances to ensure that the third party does not breach the APPs in relation to the information.

## **Marketing and Promotional Materials**

The Company may use your personal information for the purposes of marketing its services and products or to inform you of new services, promotions or events that we believe you may be interested in.

## **What if I Want to no Longer Receive Marketing and Promotional Materials?**

If you no longer wish to receive marketing and promotional materials from the Company, you can opt out by either clicking on the links in electronic communications or alternatively seeing Club reception who can ensure that you no longer receive marketing and promotional materials.

## **Visitors and Guests**

Under the Registered Clubs Act, patrons visiting the Company must produce a recognised form of identification i.e passport, drivers license or proof of age card to gain entry to the premises. The Company 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 Company. We may use your personal information to market our services and products to you.

## **Surveillance of Venues**

The Cessnock Leagues Club is 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 Office of Liquor, Gaming and Racing and the Independent Liquor and Gaming Authority.

## **Storage**

Personal information is stored and archived for a period of seven (7) years. This includes information about non-members and internet site transmission logs.

## **Cross Border Disclosure**

Occasionally, we may disclose personal information to overseas recipients in the course of our business.

Please be aware that the privacy laws in other countries might not be the same as in Australia. However, 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 this Privacy Policy.

By providing us with your personal information or otherwise using our products, services or website, you consent to the disclosure of your personal information to these overseas recipients. By consenting to this overseas disclosure, you acknowledge and agree that:

- (a) The Company will not be accountable under the Privacy Act for any breach of your privacy by an overseas recipient; and
- (b) You will not be able to seek redress from the Company under the Privacy Act for any breach of your privacy by an overseas recipient.

## **Access to personal information**

If the Company holds personal information about you, you may request access to that information by putting the request in writing and sending it to the Privacy Officer. The Company will respond to any request within a reasonable period, and a charge may apply for giving access to the personal information.

There are certain circumstances in which the Company may refuse to grant you access to the personal information. In such situations the Company will give you written notice that sets out:

- the reasons for the refusal; and
- the mechanisms available to you to make a complaint.

## **Correction of personal information**

If the Company holds personal information that is inaccurate, out-of-date, incomplete, irrelevant or misleading, it must take steps as are reasonable to correct the information. If the Company holds personal information and you make a request in writing addressed to the Privacy Officer to correct the information,

the Company must take steps as are reasonable to correct the information and the Company will respond to any request within a reasonable period.

There are certain circumstances in which the Company may refuse to correct the personal information. In such situations the Company will give you written notice that sets out:

- the reasons for the refusal; and
- the mechanisms available to you to make a complaint.

If the Company correct personal information that it has previously supplied to a third party and you request us to notify the third party of the correction, the Company will take such steps as are reasonable to give that notification unless impracticable or unlawful to do so.

### **Integrity and security of personal information**

The Company will take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that it:

- collects is accurate, up-to-date and complete; and
- uses or discloses is, having regard to the purpose of the use or disclose, accurate, up-to-date and complete.

The Company will take steps as are reasonable in the circumstances to protect the personal information from misuse, interference, loss and from unauthorised access, modification or disclosure.

If the Company holds personal information, it no longer needs the information for any purpose for which the information may be used or disclosed, the information is not contained in any Commonwealth record and the Company is not required by law to retain the information, it will take such steps as are reasonable in the circumstances to destroy the information or to ensure it is de-identified.

### **Anonymity and Pseudonymity**

You have the option of not identifying yourself, or using a pseudonym, when dealing with the Company in relation to a particular matter. This does not apply:

- where the Company is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
- where it is impracticable for the Company to deal with individuals who have not identified themselves or who have used a pseudonym.

However, in some cases if you do not provide the Company with your personal information when requested, the Company may not be able to respond to your request or provide you with the goods or services that you are requesting.

### **Complaints**

You have a right to complain about the Company's handling of your personal information if you believe the Company has breached the APPs.

If you wish to make such a complaint to the Company, you should first contact the Privacy Officer in writing. Your complaint will be dealt with in accordance with the Company's complaints procedure and the Company will provide a response within a reasonable period.

If you are unhappy with the Company's response to your complaint, you may refer your complaint to the Office of the Australian Information Commissioner.

### **Changes to Our Privacy Policy**

The Company reserves the right to make changes to this Privacy Policy from time to time. We will publish any changes on the Company website at [www.cessnockhg.com.au](http://www.cessnockhg.com.au). 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.

## **Privacy Officer contact details**

The Company's Privacy Officer can be contacted in the following ways:

Telephone number: (02) 49932655

Email address: [info@cessnockhg.com.au](mailto:info@cessnockhg.com.au)

Postal address: PO Box 377, Cessnock NSW 2325

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