



Privacy Policy of Campbelltown Catholic Club Limited

Who does this policy apply to and what does it cover?

This policy sets out how Campbelltown Catholic Club Limited (**“the Club”, “we”, “us” or “our”**) collects, uses, discloses and holds “personal information”.

“Personal information” means information or an opinion about an individual (who can reasonably be identified), whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

Please note that the Club operates under a number of trading names and brands. These operations are covered by this policy. Please see the FAQ on this point below.

What is our privacy commitment to you?

We are committed to complying with our obligations under the Privacy Act 1988 (Cth) (Privacy Act) by protecting the privacy and confidentiality of your personal information and the personal information of all our members, guests and others.

When we collect, use, disclose, store, access or correct your personal information, our actions will comply with the Privacy Act and the Australian Privacy Principles.

Where appropriate, we will handle personal information relying on the employee records exemption and the related bodies corporate exemption in the Privacy Act.

What kinds of personal information does the Club collect and hold?

We collect a wide range of personal information, and in some cases sensitive information, this includes:

- a photo of you for your membership card;
- your personal details, including your full name, residential address, email address, mobile phone number, other contact details, occupation, date of birth and signature;
- an image of part or all of your driver’s licence or other identification if you choose to scan your ID when entering the Club (all visitors to the Club have the option to not have their

identification scanned) and information obtained from that identification, such as your driver's licence number;

- details of your membership of the Club including any positions held by you at the Club or any complaints made by you or against you;
- information about what goods or services you buy or receive from the Club;
- details of your activities at the Club's premises including your participation in social or other organised activities;
- health information including any medical conditions you may give to us to enable us to provide our facilities or services, in particular to assess any membership application to Aquafit Health Fitness Wellbeing (**Aquafit**);
- your next of kin and their contact details;
- information connected to your use of our gaming machines (including your player activity statements and prizes you receive);
- information about you related to a liquor or gaming self-exclusion or banning order about you from yourself, other clubs, ClubsNSW, a Liquor Accord or Liquor & Gaming NSW;
- things you say or do (or said about you) in connection with an incident or potential disciplinary proceedings;
- credit history and credit report (where you have applied for a direct debit or other financial arrangements with the Club);
- details of your social media or other accounts if these are used to access Wi-Fi or otherwise are given to the Club;
- images or video of you at the premises; and
- if you apply for a job with us, the information in your resume and other information that you or your referees provide to us, including notes of our interactions with you and/or others in relation to your prospective employment.

From time to time, we may collect additional information related to surveys, specific promotions, services or activities. Wherever practicable, we will advise you of the information being collected and provide you with an opportunity to refuse the collection of information.

How do we collect your personal information?

Your personal information is collected as a result of your visits to (or dealings with) the Club. Information is collected by recording information that you provide to us, by electronic means, and by the observations of our staff. We collect personal information when you:

- visit the Club's premises or any of our venues;
- apply for, or renew, membership of the Club or request to use our services;
- purchase goods or services from us (and for example, use your membership card);

- use our gaming machines or request to be excluded from using our gaming machines;
- use our Wi-Fi from any of your personal devices;
- attend a function or show at a venue we operate;
- plan an event to be held with us;
- participate in activities offered by the Club including competitions and promotions;
- visit one of the websites or social media sites operated by the Club;
- are banned or removed from the Club's premises or the gaming area;
- use your Club membership card or another card issued by the Club in the Club's premises;
- receive or request sponsorship through programs such as ClubGRANTS;
- are involved, witness or are connected to an incident at the Club's premises or disciplinary proceedings of the Club; and/or
- obtain or apply for membership of Aquafit or Campbelltown Golf Club;
- contact, purchase goods and services from, or stay at the Rydges Campbelltown;
- you fail to make a payment you are required to make to the Club (including to Aquafit or Campbelltown Golf Club).

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

We only collect personal information about you from you unless 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.

We may also collect information about you from other clubs and industry bodies if you have excluded yourself from the Club's premises (including in relation to ClubNSW's "ClubSAFE" self-exclusion system).

Will I be notified that my personal information is being collected?

When we collect information from you we will take reasonable steps to notify you (or otherwise ensure that you are aware) of the following:

- our identity and contact details;
- the facts and circumstances of the collection;
- details of any laws that require or authorize the collection;
- the purposes of collection;
- the consequences if we do not collect the information;

- that this policy contains information about how you can access or correct your information or make a complaint about the Club; and
- whether we are likely to disclose the information overseas (and if so to which countries).

One way we notify you of the above is by making you aware of this policy.

If you give us personal information about others, we expect that you will tell them about this privacy policy.

Is the Club required by law to collect personal information?

As a registered club, we have a legal responsibility to collect certain information about our members and guests pursuant to: the *Registered Clubs Act 1976*, *Corporations Act 2001*, *Gaming Machines Act 2001*, *Liquor Act 2007*, *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* and *Work Health and Safety Act 2011*.

For example, when a person applies for membership of the Club we must collect details including their name and address. We must display this information on the Club's notice board before our Board is able to consider the application for membership. We also may need to provide this information to any member of the general public who makes a request under the Corporations Act.

Temporary members, guests of members and other visitors to the Club's premises may be required to produce a recognised form of identification (such as a driver's licence or passport) to gain entry into the licenced premises. If you elect to use our electronic ID scanner, we will collect information from your ID at the time you enter the Club's premises. More information about our electronic ID scanners appears below.

For what purposes does the Club collect, hold, use and disclose your personal information?

We collect, hold, use and disclose personal information to operate the Club's various businesses, carry out certain activities, provide products and services to members and guests and other members of the public and comply with our legal obligations. The purpose of collecting personal information is to:

- consider applications and renewals of membership;
- identify who comes to the Club's premises and verify their age and address;
- identify individuals who have been suspended, banned or self-excluded from the Club's premises;
- create registers as required by the Registered Clubs Act;
- provide a safe environment for you, other members and guests and our staff;
- provide services to members and their guests;
- carry out accounting and finance requirements and legal and administrative reporting requirements;

- operate the Club's golf course, gymnasium, entertainment centre and restaurant;
- operate the Rydges Campbelltown;
- provide an events management service;
- operate functions at our venues;
- carry out competitions and promotions;
- perform gaming operations;
- publish and distribute newsletters;
- carry out marketing (including direct marketing);
- offer and manage sponsorships including by supporting community sports and social events;
- provide ticketing services;
- consider your application for ongoing membership of Aquafit or Campbelltown Golf Club;
- offer dining options and other entertainment including shows;
- conduct elections of the Board;
- conduct disciplinary proceedings;
- resolve a complaint;
- assess an applicant's suitability for employment; and
- improve our services and increase membership of the Club.

What happens if you don't provide your personal information?

If you don't give the Club your personal information you may not be able to become a member of the Club or use the Club's services or facilities.

You have the option of not identifying yourself or using a pseudonym when dealing with us. However, this will be limited to enquiries of a very general nature and only over the telephone or by email.

In most circumstances you will be unable to deal with the Club anonymously or with a pseudonym because of our obligations under the *Registered Clubs Act*.

How do we use your personal information?

We use your personal information primarily to allow us to carry out the activities and functions listed above. We also use your personal information for secondary purposes related to those activities or when allowed under the Privacy Act.

The Club may also use the personal information we collect from you for direct marketing of products and services to you including from third party suppliers. Such products and services may include the provision of newsletters, competitions, announcements, campaigns or information about shows and entertainment at the Club's premises or services offered by the Club.

You can refuse any direct marketing by contacting our Privacy Officer.

Does the Club disclose my personal information to others?

There may be times when we may need to disclose your personal information to third parties including our insurers, ClubsNSW, a Club sponsor, our legal or financial advisers or to other Club members. Personal information will only be disclosed to these parties for a purpose permitted by the Privacy Act and/or this policy and your consent will first be obtained where appropriate.

We may need to disclose your personal information to third parties for the purposes of allowing us to carry out the activities listed above. For example, from time to time, the Club engages external companies to send direct marketing information via email and SMS and to carry out mail services, IT storage services and software related services. These external companies only have access to the information necessary to provide services to the Club. They are required to comply with the Privacy Act and must offer privacy standards comparable to those offered by us.

We may also disclose your personal information to a credit reporting agency for the purposes of obtaining a credit report including in circumstances where you apply for a direct debit or other financial arrangements with the Club or default on any payments due to the Club.

We will disclose your personal information if we are required or authorized to do so by law enforcement agencies, the Office of the Australian Information Commissioner, the Australian Electoral Commission, the Department of Family and Community Services or the Australian Taxation Office.

Frequently Asked Questions

How does this policy apply to the Club's operations carried out under its various trading names and brands?

The Club operates under a number of trading names and brands, including (but not limited to) as at the date of this policy:

- Campbelltown Catholic Club Limited;
- Rydges Campbelltown;
- Kyubi Modern Asian Dining;
- Aquafit Health Fitness Wellbeing;
- The Cube Campbelltown Convention Entertainment Centre;
- Otis Grill; and

- Campbelltown Golf Club.

These (and other) trading names and brands may change, and additional trading names and brands may be introduced, from time to time without notice to you.

For the purposes of the Privacy Act, the Club's collection, use, disclosure or storage of your personal information while operating under one or more of its trading names or brands is the Club's collection, use, disclosure or storage of your personal information.

When operating under one or more of its trading names or brands, the Club will comply with this policy.

Is there surveillance at the Club's premises?

All venues operated by the Club are subject to video and audio surveillance for security reasons including to monitor the safety of members, guests and employees and to protect the Club's assets. The Club's security staff may also wear body cameras to assist them in carrying out their duties at the Club's premises. The footage and audio recordings may be used in disciplinary proceedings and/or to investigate incidents and may be disclosed to our legal representatives, our insurers and law enforcements agencies.

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

No. You are not in any way 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 collects and retains a copy of part or all of your ID which means that the Club may collect all the information recorded on your ID (which may include sensitive information).

Our electronic ID scanners store data in a password protected encrypted 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. This information must be retained by us for at least three years.

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 Liquor & Gaming NSW to assist in any investigation.

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

The Club also uses certain information collected by the scanners (e.g. an individual's photo from their driver's licence) to assist the Club to identify and remove individuals who are suspended, banned or self-excluded from the Club's premises.

The Club has implemented this practice to enhance its security procedures.

The Club will not retain information collected by the scanners for longer than is reasonably necessary.

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.

How do we hold and protect your personal information?

Personal information that is held by us is stored electronically and/or by hard copy.

We take reasonable steps to ensure that your personal information is safe and secure from unauthorised use and disclosure whether such information is stored electronically or in hard copy. Information that is stored electronically on our servers is restricted and password protected and only accessible to relevant employees.

Video surveillance is stored on our digital recorders which are maintained in a restricted access area and password protected.

Your personal information is securely destroyed when it is no longer needed or when it is out of date.

What happens if my personal information is involved in a data breach?

The Club has various security measures in place to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

In the unlikely event that the Club's security measures are compromised and your information is the subject of a data breach, the Club will comply with its obligations for responding to data breaches outlined in the Privacy Act.

Upon becoming aware of a data breach, the Club will take urgent steps to contain the breach, mitigate any risk of harm and determine who may have been affected.

The Club will then assess the breach, including any potential for harm, and determine whether the breach is likely to result in serious harm to any person whose data was involved.

If the Club has reasonable grounds to believe that the breach is likely to result in serious harm to you, the Club will notify you of the breach as soon as possible. The Club will also notify the Office of the Australian Information Commissioner.

Following a breach, the Club will conduct a review of its security measures and implement any additional measures it considers necessary to enhance the security of your information.

Are we likely to disclose personal information overseas?

It is unlikely that we will disclose your personal information overseas. However, if you agree to information being put on our websites then this could be accessed by other countries.

We occasionally use secure cloud servers. This involves the use of servers that may be located in other countries and may constitute a disclosure under the Privacy Act.

Using the Club's websites

The websites and social media sites operated by us may collect personal information for the purposes outlined in this privacy policy. They may also use cookies.

Any information collected as a result of your use of websites operated by us will be handled in accordance with this privacy policy.

The websites and social media sites operated by us may contain hyperlinks to other websites including those operated by third parties.

The links are provided for reference only. We do not have any control over these external websites. We are not responsible for the content on these sites or the privacy practices adopted by these sites.

What does this policy mean?

By attending the Club's premises or participating in an activity with us, you consent to the terms of this policy.

From time to time, your additional consent will be sought for the collection, use or disclosure of information for purposes other than as set out in this policy.

If you do not agree to any part of this policy or do not wish to receive direct marketing information from the Club, please contact the Privacy Officer listed in this policy.

How do I access, update or correct the personal information held by the Club about me?

You can request access to the personal information we hold about you by contacting our Privacy Officer.

We will not charge you for making the request. However, we may need to charge you for our time to answer your request. We will advise you in advance if there are to be any charges associated with complying with your request.

We will respond to your request in a reasonable timeframe (usually not more than 30 days). When you request access we may need further information from you to verify your identity.

There are a number of reasons why we may be unable to give you access to your information. If we are not able to provide access to your information we will provide you with written reasons.

If you believe any of the personal information that we hold about you is incorrect you can ask us to correct it.

If asked to correct your personal information we will take reasonable steps to correct the information to ensure that it is accurate, up to date, relevant and not misleading. If we refuse to correct your personal information we will give you written reasons.

How do I make a complaint about privacy to the Club?

If you believe we have breached the Privacy Act or any of the Australian Privacy Principles or if you want to raise any issues you may have about privacy at the Club please contact our Privacy Officer.

In making a complaint to the Club about privacy, please give us enough details to be able to identify your concerns and respond appropriately. You must provide us with your name and contact details and a description of your complaint. We will respond to you in a reasonable timeframe (usually not more than 30 days). If you are unhappy with how we handle the complaint you have a right to take the complaint to the Australian Information Commissioner.

How do I contact the Privacy Officer at the Club?

You can contact the Privacy Officer by:

Phone: 4625 0000
Email: ceo@cathclub.com.au
Post: 20-22 Camden Rd, Campbelltown NSW 2560

How do I contact the Office of the Australian Information Commissioner?

Please visit the Office of the Australian Information Commissioner's website for contact detail