

## PRIVACY POLICY

NSW GBOTA ABN 68 000 043 756 and our related entities appreciate that privacy is very important to people. NSW GBOTA has adopted this Privacy Policy as we recognise the right of our members and participants to keep their personal information private. This Privacy Policy covers NSW GBOTA's treatment of personally identifiable information that we collect or hold. Like many other organisations, NSW GBOTA must comply with the National Privacy Principles contained in the Privacy Act when dealing with personal information.

### INFORMATION WE COLLECT FROM YOU:

#### WHAT KIND OF INFORMATION DO WE COLLECT AND HOLD?

NSW GBOTA will collect general information about members, patrons, participants and guests such as their name, address, contact details. This information is required under the Corporations and/or Registered Clubs Acts.

The information we collect from you when you attend an event at various premises (or arranged by us elsewhere), purchase items from us or from other suppliers on our premises, purchase tickets from the us or our event partners, complete membership application or renewal forms, arrange a function or event at any of our premises, enter a competition we have advertised or contact us with any other request, query or complaint may include:

- your name;
- your gender;
- postal address;
- email address;
- telephone number(s);
- your organisation or community group (in the case of group bookings);
- your occupation;
- your country of residence;
- your age or date of birth;
- credit card or other payment details e.g. Bank account details where supplied
- your identification details such as those in your driver's licence or passport;
- the information you provide us when preparing a membership application along with the content of any declarations made in connection with that application;
- any information you provide us about special requirements (such as access needs, disability or dietary requirements); and
- any information you provide to us in enquiries.

#### HOW WE USE YOUR INFORMATION

The Association will use the personal information collected for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use their personal information for any other purpose without first seeking their consent, unless authorised or required by law. Generally, we will only use and disclose their personal information as follows:

- to establish and maintain the membership to NSW GBOTA;
- to provide the products, services or information members, patrons, participants and guests have requested from NSW GBOTA ;
- to answer members, patrons and guests inquiry;
- to register them for events, promotions or competitions;
- in accordance with the Constitution of NSW GBOTA ;
- to assist us to make NSW GBOTA's facilities, services and products more valuable to our members, patrons and guests and participants;

- for direct marketing of products or services and to keep them informed of new developments we believe may be of interest to them. If we contact them in this way without obtaining their prior consent, we will provide them with the opportunity to decline any further marketing communications;
- to third parties where we have retained those third parties to assist us to operate our tracks and provide the products or services they have requested, such as marketing consultants and promotions companies, catering and event coordinators, businesses operating from our premises, website hosts and IT consultants;
- organisations, and our professional advisers such as management consultants, lawyers and accountants.

## ACCESS TO YOUR INFORMATION

Members can access their personal information that NSW GBOTA holds about them by contacting NSW GBOTA Membership Officer at [membership@gbota.com.au](mailto:membership@gbota.com.au) . We will provide them with access unless we are legally authorised to refuse their request. We may charge a reasonable amount for providing access.

If they wish to change personal information that is out of date or inaccurate at any time please contact us. After notice, the NSW GBOTA will take reasonable steps to correct any of their information which is inaccurate, incomplete or out of date. If they wish to have their personal information deleted please let us know and we will delete that information wherever practicable.

We may refuse members' request to access, amend or delete their personal information in certain circumstances. If we do refuse the request, we will provide them with a reason for our decision and, in the case of amendment, we will put a note with their personal information that they have disputed its accuracy.

## SECURITY

NSW GBOTA will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date.

All customer information is held securely on controlled systems and, to the best of our ability, secure against unauthorised access.

The Internet is not a secure method of transmitting information. Accordingly, NSW GBOTA cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

## CHANGES TO THIS PRIVACY POLICY

NSW GBOTA may amend this Privacy Policy from time to time by posting the amended version on our website at [www.gbota.com.au](http://www.gbota.com.au) . We suggest that you visit our website regularly to keep up to date with any changes.

## COMPLAINTS HANDLING

If you think the ASSOCIATION has interfered with your privacy you can make a complaint. You will need to address your complaint in writing with identification to the NSW GBOTA 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 ASSOCIATION response to your complaint you can take your complaint to the Office of the Australian Information Commissioner, whom may investigate.

## CONTACTING US

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

Post: Privacy Officer

NSW GBOTA

PO Box 485, GLEBE NSW 2037

Telephone: 02 02 9649 7166

Email: [gbota@gbota.com.au](mailto:gbota@gbota.com.au)

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

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

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

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

Telephone: 1300 363 992

Post: GPO Box 5218 Sydney NSW 2001

### **Further privacy regarding Members Details (Staff)**

It is vital that staff maintain discretion in ALL aspects of customer relations at ALL times.

Staff are not permitted to divulge information pertaining to our members, patrons and guests or participants in regards to their spending within the club (for example – if a ‘family member’ called to find out what tier “*Andrew Citizen*” belonged to - that detail would not be allowed to be given out). By informing anyone of the tier a member is connected with, the spending habits of the member involved can be worked out – and that information is confidential.

Staff must also maintain confidentiality when it comes to the length of time a patron has been in the club. Details regarding the length of time a patron has been on the premises are confidential, and must remain so unless requested by Senior Management or the Police.