



Privacy Policy

Raymond Terrace Bowling Club is subject to the provisions of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988. We recognise the importance of protecting the privacy of information collected in our Club, in particular, information that is provided to identify an individual (personal information). Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information we may be unable to accept an application for membership or provide you with access to our services

YOUR PERSONAL INFORMATION

Raymond Terrace Bowling Club will collect general details about you such as your name, address, telephone, email addresses, gender, age, and other contact details. We are required to obtain these details by law. We may also collect this and other types of personal information, such as your membership number, during the course of dealing with you, for example when you wish to obtain goods or services from the Club and when you participate in contests and promotions or return feedback forms. Information obtained as a result of placing your membership card in a gaming machine or point of sale outlet (not ATM's), may be used for marketing purposes to improve our services and to provide you with the latest information about those services and any new related services and promotions

HOW WE COLLECT PERSONAL INFORMATION

In the course of providing our services, we collect personal information in a variety of ways. For example, information is collected when you:

- Apply for membership
- Ask to be placed on our mail list
- Apply for a job
- Make an enquiry about our services
- Visit our web site
- Become a client or debtor of the company

HOW WE USE THE INFORMATION WE COLLECT

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

- to establish and maintain your membership to the Club, including displaying in the club and in some cases disclosing your name and address (as required by law) to provide annual reports and other information necessary to allow you to play an active role in the Club, such as information about candidates standing for election to the board of the Club;
- to provide the products or services you have requested from the Club;





- to answer your inquiry;
- to register you for events, promotions or competitions;
- in accordance with the Constitution of the Club;
- to third parties where we have retained those third parties to assist us to operate the Club and provide the products or services you have requested, such as marketing consultants and promotions companies, electronic gaming organisations (to maintain our systems), and our professional advisers such as management consultants, lawyers and accountants.

In the interests of security and safety, and the comfort of members and guests, the Club also operates video cameras within the Club premises and may collect personal information in the course of investigating complaints or pursuing disciplinary proceedings

HOW YOU CAN ACCESS AND CORRECT YOUR PERSONAL INFORMATION

You can request access to the personal information that the Club holds about you by contacting the office. We will provide you with access to your personal information. The club will not charge a fee for you to access your information.

If you wish to change personal information that is out of date or inaccurate at any time please contact the office. We will take reasonable steps to correct any of your information which is inaccurate, incomplete or out of date. If you wish to have your personal information deleted please let us know and we will delete that information wherever practicable.

SECURITY OF YOUR INFORMATION

The Club will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly, the Club 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.

The Club will take reasonable steps not to disclose your personal information to overseas recipients.

HOW YOU MAY MAKE A COMPLAINT

If you would like any further information, or have any queries or complaints relating to the Club's Privacy Policy or our information handling practices in general, please contact our General Manager by emailing sue@rtbc.com.au, calling (02) 4987 2404 or writing to 2 Jacaranda Avenue, RAYMOND TERRACE NSW 2324.

