**Privacy**

**Australian Privacy Principles**
**Karuah & District RSL Club Privacy Policy**

Karuah RSL Club is strongly committed to protecting your privacy, when you interact with us as members, guests or visitors.

Our policy follows the principles set out by the Office of the Australian Information Commissioner.

Our objective is to provide you and your family with gaming, hospitality and entertainment services that meet your satisfaction. In the process of you interacting with us on our website, we do collect some information on all our customers.

Karuah RSL Club will be open and transparent about how and why we collect information and how we might use the information. In some cases, if you do not want us to collect or use your information in a particular way, then you will be given an opportunity to say so.

The purpose of our Privacy Policy is to explain the following:
•             How this policy will apply to our members, guests and visitors;
•             Outline what kind of information Karuah RSL Club may collect about you,
 how we collect it and how we might use the information;
•             How we may disclose that information;
•             How you can access the information, we hold about you;
•             When we might use your information to contact you;
•             How we protect your personal information;
•             How and why we collect additional information to improve our services.

**Application of this privacy policy**

Karuah RSL Club’s Privacy Policy applies to personal information collected by our venue, whether we ask for it or not. We act in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

The Club undertakes to comply with the Australian Privacy Principles and follows a code established for this purpose. It is our endeavour to follow this code.

The Club regularly reviews all its policies and may update them from time to time. If changes are made, a revised policy with the changes, will be posted on our website and will be available on request.

**Collection and use of personal information**
**Why we collect personal Information**

As a Registered Club, we are required to collect basic information about our members that covers data such as names, addresses and contact details.
In addition to this information we request for optional additional information that might help us constantly improve our service offerings, in the interest of our members and guests.

If you are an employee or are associated with the Karuah RSL Club as a supplier or contractor, we will naturally have some basic details on you or your organisation.

**How we collect information**

Karuah RSL Club may collect personal information from you in a number of ways. These include, but are not limited to:

•             When you apply for membership;
•             Request to receive products or services;
•             Purchasing food, beverage or other products;
•             Using credit card or EFTPOS card for purchases;
•             Provide products or services;
•             Using the clubs website or WIFI;
•             Enter a competition;
•             Membership loyalty program;
•             Utilise Karuah RSL Club’s services;
•             Complete a survey or questionnaire.

**Personal information that is required**

When you become a member or when you update your membership details, we are required to collect contact details that are held in a membership database that is safe and secure. This information is not shared with any organisations outside the club and its associated venues, unless for reasons of database maintenance or software development. This will be carried out under strict agreements and supervision.
Under legislation, when a non-member, living within the 5 km radius, visits Karuah RSL Club, the individual has to be signed in by a current member as a guest of that member. The exceptions to this rule are to present a membership card from an affiliated RSL club and sign in as an affiliated member, be attending the club for the purpose of an RSL Sub Branch event or be participating in an organised sporting event. The signing in process is simply to scan your identity card (driver’s licence, photo-card or pension card). For temporary members who do not wish to scan their information, they have the option to enter their details into the system manually.

This information is secure and is not used for any purpose other than our need to comply with the legislation.

When a membership card is used in a gaming machine, swiped at the membership kiosk or at our restaurants, bars or point of sale outlets, the information is used to award ‘Member Rewards’ and is cross referenced with our membership database. This information, in a consolidated manner, is used to help make decisions on changing or improving our service offerings.

**Personal Information that is Optional**

When using any future digital application or service that the Club might introduce in the immediate future, you have the option of leaving your personal details.

When you make a complaint or you compliment Karuah RSL Club on its service offering or its customer service delivery, your personal details will be desirable.

**Permissions**

Karuah RSL Club may publish various newsletters or marketing material. You may need to agree that you would like to receive one or all of the material that Karuah RSL Club makes available to its members and guests.

With regard to promotions and competitions, you might need to confirm that you agree with the terms and conditions of a particular competition.

**Disclosure of Personal Information**
**Disclosure to third parties**

Karuah RSL Club may disclose your personal information under the following conditions:
•             For research purposes, without disclosing your personal identity,
 with the objective of improving or amending our service offerings;
•             If the information is required by law;
•             If a patron enters into a ClubSafe, Betsafe or other recognised Self Exclusion agreement;
•             To provide technical support for our databases or services; and
•             If you provide consent for your identity to be disclosed to a third party.

**Information that you may disclose publicly**

When you post information on social media platforms associated with Karuah RSL Club, it is to be understood that this information is in the public domain and Karuah RSL Club is not in a position to accept any responsibility for who and why anyone might access the information.

**Accessing your personal information**

Should you have a need to access your personal information that is held by Karuah RSL Club, you will be required to address a request to the Secretary Manager in writing and this will be dealt with under the appropriate legislation.

Karuah RSL Club encourages its members to update or correct personal information, so that the information is accurate and up-to-date. This can be done via the reception front desk or over the phone.

**Using your personal information to contact you.**

Karuah RSL Club will not send you any unsolicited commercial messages or material that does not relate to the Club and its promotions, entertainment or service offerings.
We may use information to determine your likes and interests to send you information about our entertainment programs, promotions or dining offers. This information will be determined from information you might have provided from your activity history. You always have the option of opting out of receiving such information.

**Personal Information and Security**

Karuah RSL Club is committed to keeping your personal information secure, and we will take reasonable precautions to protect your personal information from unauthorised access, loss, release, misuse or alteration.

Your personal information may be stored in hard copy documents, but is generally stored electronically on Karuah RSL Club’s software or systems.

Karuah RSL Club maintains physical security over its paper and electronic data stores, such as locks and security systems. Karuah RSL Club also uses computer and network security technologies such as firewalls, antivirus software and passwords to control and restrict access to authorised staff for approved purposes, and to secure personal information from unauthorised access, modification, disclosure, misuse and loss.

Whilst Karuah RSL Club takes all reasonable steps to secure your personal information from loss, misuse and unauthorised access, you acknowledge that all activities in which you intentionally or unintentionally supply information to Karuah RSL Club carries an inherent risk of loss of, misuse of, or unauthorised access to such information.

**Surveillance**

In the interest of safety for our members, guests and visitors, Karuah RSL Club has installed a network of CCTV cameras. The cameras are not intrusive and are carefully managed and supervised.

Relevant footage is provided to the Police upon specific requests and is subject to a procedure where the request is identified.

**Dealing with Complaints**

Karuah RSL Club welcomes feedback, both positive and negative. All complaints will be taken seriously and dealt with promptly after appropriate internal investigations and consultations.

On any issues of privacy, feedback or complaints, you can contact Karuah RSL Club as follows:

By email: admin@karuahrsl.com.au

By mail: The Secretary Manager 436 Tarean Road Karuah NSW 2324.

By phone: 02 4997 5297 – Ask for the Secretary Manager.

If you believe the club has not adequately dealt with your complaint, you may forward your complaint to the Privacy Commissioner whose contact details are as follows:

•             Officer of the Australian Information Commissioner (OAIC)
•             Phone: 1300 363 992
•             Email: enquiries@oaic.gov.au
•             GPO Box 5218 Sydney NSW 2001

Version1 28.7.2017