



## Privacy Policy

Pacific Palms Recreation Club Ltd (the Club) ABN No. 47 000 910 378 acknowledges its responsibilities in regard to the privacy of individuals including members, guests, employees and affiliates. The Club is committed to the provisions of the Privacy Act 1998 and the National Privacy Principles contained therein.

This Policy provides an outline of how and when personal information is collated, stored and disclosed by the Club.

### Information collected by the Club

The Club collects personal information from members and in some cases temporary members including name, address, date of birth, contact details, phone number and email address. Information may also be collected when a membership card is swiped at a point of sale terminal.

In the interest of safety and security the Club operates surveillance cameras and may collect personal information in the course of investigating complaints or pursuing disciplinary proceedings.

Where practicable, the purpose for which we collect personal information will be made clear at the time of collection and when appropriate consent for its use is obtained. The Club will not collect any personal information about visitors to the website except when they knowingly provide it (for example when updating member details).

Your personal information is collected after you lodge a membership application form that has been approved under the Registered Clubs Act. A recognised form of identification (i.e. passport or driver's licence) is also required to confirm details provided.

### Disclosure of information

The Club does not usually disclose personal information to any other organisation or person unless there is:

- a legal requirement to do so, or;
- a threat to an individual's life, health and safety or public health and safety, or;
- a suspicious or unlawful activity has been, is being or may have been engaged in, or;
- a patron benefits in doing so.

The Club may disclose your information to third parties that provide services under contract to the Club. These contracts require the third party to keep your information confidential and secure.

### How this information is used

The Club uses this information in order:

- To process your membership applications
- To meet statutory requirements under the Registered Clubs Act 1976 and other relevant legislation
- To comply with the clubs constitution
- To contact members about offers, events & activities provided by the club
- For direct marketing purposes. You can opt out of receiving marketing material at any time by contacting our office by phone (02 6554 0207), by email ([enquiries@pprc.com.au](mailto:enquiries@pprc.com.au)) or in person during business hours. Marketing material delivered by SMS or email will have an automatic opt out capability.
- As an aid to third parties that provide products or services under contract to the club
- To assist in investigation of security incidents or illegal activities

### **Quality of personal information**

The Club takes all reasonable steps to ensure that information is accurate and reliable. The Club relies on the individual to provide accurate information and advice of any changes. Key information we hold about you will be included in your membership renewal letter. If any information needs to be updated you can change this online ([www.pprc.com.au/membership.html](http://www.pprc.com.au/membership.html)) by phone (02 6554 0207), by email to [enquiries@pprc.com.au](mailto:enquiries@pprc.com.au) or in person during business hours.

### **Access to personal information**

You have the right to access and correct any of your personal information that the Club holds about you. Key information we hold about you will be included in your membership renewal letter. If any information needs to be updated you can change this online ([www.pprc.com.au/membership.html](http://www.pprc.com.au/membership.html)) by phone (02 6554 0207), by email to [enquiries@pprc.com.au](mailto:enquiries@pprc.com.au) or in person during business hours.

### **Security**

Personal information is stored & archived in a secure server or secure files for a period of seven years. The Club takes reasonable steps to protect any personal information held from misuse and loss and unauthorised access, modification or disclosure.

The Club notes that the internet is not a secure method of transmitting information. Accordingly the Club will not accept responsibility for the security of information sent over the internet or for any unauthorised access or use of that information.

### **Changes to the Policy**

The Club may amend this policy at any time.

### **Further Information**

This policy is located on the clubs website [www.pprc.com.au](http://www.pprc.com.au)

For further information, please contact the Club Manager on 02 6554 0207.