



Figtree Sports Club Privacy Policy

Figtree Sports Club is committed to providing its customers with outstanding customer service. Part of this includes protecting customer privacy. Figtree Sports Club is bound by the provisions of the Privacy Act 1988 which through the Australian Privacy Principles regulates the handling, holding, use, accessing and correction of personal information (including sensitive information).

Collection of personal information

The Club collects personal information such as name, address, occupation, date of birth, gender and IP address, including information from identification documents such as passports, driver's licence and proof of age documents.

This information is collected to meet statutory requirements under the Registered Clubs Act, Anti-Money Laundering and Counter Terrorism laws and other relevant legislation.

For example, we collect this information when individuals:

- Join the Club as a new member.
- Enter the Club as a temporary member, guest of a member or honorary member.
- Participate in events and promotions conducted by us.
- Use or make enquiries about our services.
- Apply for a job with us.
- Visit our website.
- Use one of the Club '*designated services*' as prescribed by the Anti Money Laundering and Counter Terrorism Financing Act. (*Gambling Services*).
- Participate in an incentive, loyalty or self-exclusion program in respect of goods and services provided.



Use of information

Figtree Sports Club uses information to carry out its responsibilities and duties as a Registered Club. This helps our Club better understand the needs of its customers and clients and to provide them with better services. Figtree Sports Club may collect, hold, use and disclose personal information:

- For record keeping purposes.
- To keep persons informed of upcoming events and promotions.
- Regarding job applications.
- To deal with enquiries.
- For marketing or research.
- To provide promotional, loyalty and or self- exclusion schemes.

Figtree Sports Club may disclose personal information to third parties that provide services under contract to the Club. This requires the third party to keep your personal information confidential and secure.

We will not use your information for any other purposes, nor will we disclose it, unless with your consent or in other circumstances where such use or disclosure is permitted under the PPIP Act.

Storage of Personal Information

We will retain the information you have provided for a period that is appropriate for the purposes for which it was provided. Your information will be archived and disposed of in accordance with our policies, legislative requirements and guidelines based on NSW State Records Act 1998.

We take reasonable steps to protect information during transfer and storage, physical measures, such as building and equipment security, are used in conjunction with digital technology, such as encryption and firewalls, to minimise unauthorised access of information.



Updating of Information

Under the PPIP Act, you have the right to access and change personal information we hold about you, such as your address and phone number.

We are committed to ensuring that the information we hold is accurate, complete and up to date, so we encourage you to advise us if the information you have given us has changed. If you believe that the information is inaccurate, you can contact your relevant HR representative.

Visitors

Under the Registered Clubs Act visitors to the Club are asked to produce a recognised form of identification such as a driver's licence, passport, or proof of age card. The Club uses approved terminals for the collection of the required information which is then securely stored in our computer systems. If a customer does not wish to have their licence scanned, you may use the manual sign-in system using the same terminals once their ID has been sighted by a Club employee.

Surveillance

Figtree Sports Club have video surveillance for safety and security reasons. Details of any suspected illegal or undesirable actions on either premise may be passed on to Law enforcement officers or regulatory bodies such as Liquor and Gaming NSW.

Security and Storage

We strive to ensure the security and privacy of personal information submitted to us on our website. Unfortunately, no data transmission over the internet can be guaranteed to be secured. However, we take all reasonable precautions to protect such information from loss alteration or interference.

Personal information received in hard copy format is stored and archived for a period of 7 year's. This includes information about non-members.

In addition, our employees and contractors related to our information systems are obliged to respect the confidentiality of personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.



Correction of Customer's Information

Should we become aware that a customer's personal information is not accurate or requires updating, attempts should be made to immediately rectify the personal information.

If employees are unable to correct personal information then the General Manager should be notified immediately for rectification.

Complaints

If customers wish to make a complaint about Figtree Sports Club use of their personal information, customers and clients should be advised to put their complaint in writing to the General Manager. The General Manager or his or her delegate will investigate the complaint and will provide them with a written response after completion of the investigation into their complaint.