



PRIVACY POLICY

Carlingford Bowling, Sports & Recreation Club respects your right to privacy and is committed to protecting your personal information. This Privacy Policy outlines how we manage your personal information.

Our policy follows the principles set out by the Office of the Australian Information Commissioner. From 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles. Carlingford Bowling, Sports & Recreation Club is open and transparent about how and why we collect information and how we might use it. If you do not want us to collect or use your information in a particular way, you will be given an opportunity to opt out.

This Privacy Policy informs you of:

- How and when Carlingford Bowling, Sports & Recreation Club collects personal information
- How Carlingford Bowling, Sports & Recreation Club uses and discloses personal information
- How Carlingford Bowling, Sports & Recreation Club keeps personal information secure, accurate, and up to date
- How an individual can access and correct their personal information
- How Carlingford Bowling, Sports & Recreation Club will facilitate or resolve a privacy complaint

Collecting Your Personal Information

We may collect and hold personal information that identifies you, such as your name, address, occupation, date of birth, proof of age, photograph, contact details, and preferences regarding our products and services.

The Club also uses video surveillance primarily for security purposes. Facial recognition software may also be in use in some areas of the Club. Information collected through these systems forms part of your personal data and will be used per this Privacy Policy.

We collect, hold, and use your personal information for the following purposes:

- To identify you and process membership applications or renewals
- To establish and maintain your membership, including newsletters, magazines, and reports

- To advertise and market events, promotions, competitions, and activities via direct mail, phone, email, SMS, and MMS
- To provide products and services and administer benefits
- To inform you about other products and services of interest
- To facilitate internal business operations, including security, compliance, and staff training
- To analyze usage of products and services and develop new offerings
- To ensure the safety of patrons
- To comply with statutory requirements related to registered clubs, liquor, gaming, anti-money laundering, and counter-terrorism laws

Methods of Collection

Personal information is generally collected directly from you via forms, emails, social media, visitor sign-in terminals, or when you engage with us in person or over the phone. Information about product purchases or service usage may be collected through membership cards and gaming machines.

Information Received from Other Parties

Sometimes, third parties may provide us with your personal information. This may include:

- Other organizations, such as sporting clubs or community groups
- Regulatory authorities, liquor accords, or club industry organizations
- Another member nominating you for membership
- Your representatives

Failure to Provide Information

If your personal information is incomplete or inaccurate, we may be unable to provide you with services, process your membership, or allow access to the Club's premises.

Use and Disclosure of Your Information

We only use and disclose personal information for the purposes outlined above or as required by law. Personal information may be disclosed to:

- Service providers assisting in Club operations
- Sporting associations or clubs with alliance relationships
- Organizations in which the Club has an ownership interest
- Market research agencies

- Authorities in compliance with legal requirements
- Enforcement bodies investigating unlawful activity
- Amalgamation partners in the event of a merger
- Anyone authorized by you to receive your personal information

Internet Users

If you access our website, we may collect information such as your IP address, domain name, operating system, browser type, and general location. Our website uses cookies to identify users and customize web pages. Cookies do not personally identify you but may link to database records.

Overseas Transmission

The Club does not transmit personal information overseas. As far as we are aware, our contractors do not store or transmit data overseas.

Information Security

We implement security measures to protect your personal information, including locked storage and password-protected databases. Some information is required by law to be kept for certain periods. If no longer required, we will destroy or de-identify it.

Links to Other Websites

Our website may contain links to external sites. We are not responsible for the privacy practices of linked sites, which are not subject to our privacy policy.

Access to Your Information

You may request access to your personal information. We may charge a reasonable fee for processing requests. If you wish to access, amend, or delete your personal information, or withdraw consent for a specific use, please contact:

*The General Manager
Carlingford Bowling, Sports & Recreation Club Limited
PO Box 2345
Carlingford Court NSW 2118
Email: gm@cbsrc.com.au*

Complaints

If you wish to make a privacy complaint, please submit it in writing with as much detail as possible to the above address.

The General Manager or a representative will review your complaint and respond within a reasonable timeframe. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner.

Feedback

For any questions regarding our privacy policy, please contact the General Manager using the details provided above.