

## PRIVACY POLICY

Strathfield Recreation Club Limited (SRC) is subject to the provisions of the Privacy Act 1988, which requires organisations bound by the Australian Privacy Principles (APP) to have a privacy policy.

SRC undertakes to comply with the Australian Privacy Principles and are strongly committed to protecting your privacy when you interact with us as a member, guest or visitor.

### Collection of Personal Information

#### PERSONAL INFORMATION THAT IS REQUIRED

As a Registered Club, we are required to collect basic information about our members necessary for the business functions and activities we carry out. This information includes (but is not limited to) name, address and contact details.

The purpose for which your personal information is collected and held is primarily for compliance with legislation and to communicate with you.

#### SENSITIVE INFORMATION

SRC does not collect any sensitive personal information that is not required by law.

#### HOW WE COLLECT PERSONAL INFORMATION

SRC may collect personal information from you by way of:

- application for membership
- signing in at our security desk
- signing up for our newsletter
- survey or questionnaire
- gaming payouts as required by law
- competitions

Under legislation, when a non-member living **within** a 5 km radius visits the Club, the individual has to be signed in by a current member or by use of an affiliated club membership card.

Under legislation, when a non-member living **outside** a 5 km radius visits the Club, the individual has to sign in.

The identity card (e.g. driver's licence, photo-card or pension card) is scanned and a form is printed. For temporary members who do not wish to have their information scanned, they are required to manually enter their details into the system.

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

When using our website to make an enquiry, your name and email address are required to enable us to answer your query.

## HOW WE HOLD YOUR PERSONAL INFORMATION

When you become a member or when you update your membership details, this information is held in a safe and secure membership database. This information is not shared with any organisations outside the club, unless for reasons of database maintenance or software development. This will be done under strict agreements.

## PURPOSE FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

Your personal information is used for the following purposes:

- Sending various communications including notice of general member meetings
- When booking a tennis court
- When a membership card is used at the bar to award "Membership Rewards"
- To provide you with access to the Members Area of the website
- If a patron enters into a ClubSafe Self Exclusion agreement
- If the information is required by law

SRC will not disclose your personal information to any other organisation unless there is a legal requirement to do so. We may disclose your personal information to relevant authorities if we have reason to believe there is a threat to an individual's life, health or safety or to public health or safety. Your personal information may also be disclosed as a necessary part of any investigation of unlawful conduct or activity.

## INFORMATION THAT YOU MAY DISCLOSE PUBLICLY

When you post information on social media platforms associated with the club, this information is in the public domain and SRC is not a position to accept any responsibility for anyone who may view or access the information.

## ACCESS TO YOUR PERSONAL INFORMATION

Individuals have a right to:

- request access to their personal information
- request corrections to their personal information

Requests for access need to be in writing and directed to the General Manager. Contact details are listed at the end of this document.

Requests for corrections can be made in person to a staff member on duty at the time. Suitable identification will need to be produced prior to changes being made.

## PERSONAL INFORMATION SECURITY

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

Your personal information is stored as hard copy documents and electronically on the club software or systems.

SRC uses computer and network security technologies such as firewalls, intrusion prevention software, antivirus software, external email filtering 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 SRC 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 carries an inherent risk of loss of, misuse of, or unauthorised access to such information.

#### ANONYMITY

You have the option of not identifying yourself or using a pseudonym when dealing with SRC in relation to a particular matter.

#### DISCLOSURE OF PERSONAL INFORMATION OVERSEAS

SRC does not disclose personal information to any overseas recipients.

#### DESTRUCTION OF PERSONAL INFORMATION

Sign In records are maintained for a maximum of three years as per the Registered Clubs Act, after which time it is destroyed securely. Any photos or images are kept for a maximum of one year after which time data is deleted by a professional IT technician.

## Surveillance

In the interests of safety for our members and guests, SRC has installed a network of CCTV cameras. The cameras are not intrusive and are carefully managed and supervised.

There is adequate signage around the club reminding members and guests that the venue is under constant surveillance. Access to the footage is only available to senior management when warranted.

Relevant footage is provided to law enforcement agencies upon specific requests and is subject to a procedure where the request is identified, recorded and subject to a release form.

Surveillance footage is kept for a maximum of 30 days, after which time it is recorded over.

## Dealing With Complaints and Compliments

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

On any issues of privacy, feedback, complaints or for a hard copy of our Privacy Policy, you can contact the Club as follows:

By email: [chris@strathfieldsportsclub.com.au](mailto:chris@strathfieldsportsclub.com.au)

By mail: The General Manager, Strathfield Sports Club, PO Box 28, Strathfield NSW 2135

By phone: 02 9747 5055 – ask for the General Manager

If you believe the club has not adequately dealt with your complaint in relation to privacy, you may complain 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](mailto:enquiries@oaic.gov.au)
- GPO Box 5218 Sydney NSW 2001