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PORIRUA CLUB PRIVACY POLICY
Including Eastwood Restaurant
Last updated: 13 August 2026

Introduction

Porirua Club respects your privacy and is committed to protecting the personal information we collect and hold about you.

This Privacy Policy explains how Porirua Club, including Eastwood Restaurant, collects, uses, stores and discloses personal information.

We comply with the **Privacy Act 2020** and the Information Privacy Principles contained in that Act. This policy applies to our members, prospective members, visitors, guests, restaurant customers, function and event customers, suppliers, contractors and other people who interact with Porirua Club or Eastwood Restaurant, including through our website and social media pages.

What personal information we may collect

The personal information we collect will depend on how you interact with us and may include:

- Your name, address, email address and telephone number
- Your date of birth and other information required for Club membership
- Membership details and membership history
- Information about your interests and Club activities
- Information about your visits to and use of the Club
- Purchase and transaction information
- Restaurant, function and event booking information
- Dietary, accessibility or other requirements you provide to us in connection with a booking or function
- Information you provide when entering a competition, promotion or event
- Communications with us, including emails, telephone calls, website enquiries and messages through Facebook, Instagram or other social media
- Photographs or video taken at Club events or activities where appropriate
- CCTV footage captured while you are on Club premises
- Information required for us to meet our legal, licensing, safety or regulatory obligations.

We will only collect personal information that is reasonably necessary for the activities and services of Porirua Club.

How we collect personal information

We generally collect personal information directly from you when you:

- Apply for or renew Club membership
- Visit or use Club facilities
- Make a restaurant, function or event booking

- Purchase goods or services
- Contact us by telephone, email or through our website
- Contact or interact with us through Facebook, Instagram or another social media platform
- Enter a competition, promotion or event
- Complete a form, survey or registration
- Use our website, app or other online services
- Otherwise provide information to us.

We may also collect personal information about you from another person or organisation where this is lawful and appropriate. This may include Clubs New Zealand, service providers, another member or customer, or publicly available sources.

Where we collect personal information about you from someone other than you, we will take reasonable steps to make you aware of the collection and why we have collected the information, unless an exception under the Privacy Act applies.

How we use your personal information

We may use your personal information to:

- Manage Club membership and membership services
- Provide restaurant, hospitality, function and event services
- Process bookings, purchases and payments
- Communicate with you about your membership, bookings, enquiries or requests
- Provide information about Club and Eastwood Restaurant activities, events, promotions and services
- Administer competitions and promotions
- Improve our services, facilities and customer experience
- Maintain the safety and security of our members, visitors, staff and premises
- Respond to enquiries, feedback and complaints
- Meet our legal, licensing and regulatory obligations
- Protect or enforce the Club's legal rights and interests
- Carry out business analysis and planning, including the use of aggregated or anonymised information
- Carry out any other purpose that you have authorised or that is permitted by law.

Marketing communications

From time to time, we may send members and customers information about Club activities, Eastwood Restaurant, events, promotions or other services that may be of interest.

You can ask us to stop sending you marketing communications at any time by using the unsubscribe option provided or by contacting us.

We may still contact you where necessary about your membership, an existing booking, transaction or other service you have requested.

When we may share your information

We do not sell your personal information.

We may disclose personal information where reasonably necessary to:

- **Clubs New Zealand Incorporated**
- Companies and contractors providing services to Porirua Club, such as information technology, website, membership, payment, accounting, communications and other business services
- Professional advisers such as accountants, auditors, insurers and legal advisers
- Government agencies, regulatory authorities, Police or other organisations where disclosure is required or permitted by law

- Other organisations where necessary to provide a service you have requested
- A person or organisation you have authorised us to provide the information to.

Some technology or service providers we use may operate or store information outside New Zealand. Where personal information is disclosed outside New Zealand, we will do so in accordance with the Privacy Act.

CCTV

CCTV operates in areas of Porirua Club premises for safety, security, incident management and the protection of people and property.

CCTV footage is only accessed or disclosed where there is a legitimate reason to do so, including investigating an incident, maintaining safety or security, or where disclosure is required or permitted by law.

CCTV footage is retained only for as long as reasonably required for these purposes.

Website and social media

When you interact with Porirua Club or Eastwood Restaurant through Facebook, Instagram or another social media service, we may receive personal information that you choose to provide, such as your name, profile information, messages, comments or enquiries.

Information that you choose to post publicly on our social media pages may be visible to other users.

Facebook, Instagram and other third-party platforms have their own privacy policies and practices. Your use of those platforms is also subject to their terms and privacy policies.

Our website may use cookies and similar technology to help operate the website, understand how it is being used and improve the online experience. You can control cookies through your browser settings, although disabling them may affect some website functions.

If our website contains links to other websites, those websites will have their own privacy practices and policies.

Protecting your personal information

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, modification or disclosure.

Access to personal information is limited to staff, contractors and other people who have a legitimate reason to access it.

How long we keep personal information

We will retain personal information only for as long as it is reasonably required for the purpose for which it was collected or for another lawful purpose.

Some information may need to be retained for longer where required by legislation, financial reporting requirements, licensing obligations or other legal requirements.

When personal information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it.

Accessing or correcting your personal information

You have the right to ask whether Porirua Club holds personal information about you and to request access to that information.

You may also ask us to correct personal information that you believe is inaccurate or incomplete.

We may need to confirm your identity before providing access to or changing personal information. If we do not agree to make a requested correction, you may ask us to attach a statement of correction to the information.

Privacy breaches

If a privacy breach occurs, we will assess the breach and take appropriate steps to reduce any potential harm.

Where a privacy breach has caused, or is likely to cause, serious harm, we will notify the Office of the Privacy Commissioner and affected individuals as required by the Privacy Act.

Privacy questions and complaints

If you have a question about this Privacy Policy, would like to access or correct your personal information, or wish to raise a privacy concern, please contact:

Privacy Officer**Porirua Club**

Email: manager@poriruaclub.co.nz

We will endeavour to address privacy concerns promptly and appropriately.

If you are not satisfied with our response, you may also contact the **Office of the Privacy Commissioner** at privacy.org.nz.

Changes to this policy

We may update this Privacy Policy from time to time to reflect changes to our operations, services or legal obligations.

The current version will be available through the Porirua Club website and will apply from the date shown at the top of the policy.

Porirua Club

13 August 2026