MORUYA BOWLING CLUB

PRIVACY POLICY

Address: 26–32 Shore Street, Moruya NSW 2537
Postal Address: PO Box 98, Moruya NSW 2537
Telephone: (02) 4474 2174
Website: www.moruyabowlingclub.com

1. Purpose

Moruya Bowling Club is committed to protecting the privacy and personal information of its members, guests, visitors, employees and contractors.

This policy outlines how the Club collects, stores, uses, discloses and protects personal information in accordance with applicable Australian privacy legislation, including the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs), where applicable.

2. Collection of Personal Information

The Club may collect personal information including:

- Full name, address and contact details.
- Date of birth and membership details.
- Identification documents where required by law.
- Membership applications and renewal information.
- Visitor registration and sign-in records.
- Details relating to club activities, promotions and competitions.
- CCTV footage and security-related information.
- Gaming-related information where required for regulatory or responsible gambling purposes.
- Employment and contractor information.

The Club will only collect information reasonably necessary for its operations or otherwise permitted by law.

3. Use of Personal Information

Personal information may be used to:

- Process and maintain club memberships.
- Verify identification and age.
- Meet obligations under registered clubs, liquor and gaming legislation.
- Maintain the safety and security of members, visitors and staff.
- Administer competitions, promotions and club activities.
- Communicate important club information.

- Provide marketing communications where permitted by law.
- Manage responsible gambling and self-exclusion arrangements.
- Respond to enquiries, complaints and incidents.

4. Membership and Visitor Information

Members and visitors may be required to provide identification and personal details to comply with applicable registered club legislation and entry requirements.

Information collected through membership applications and visitor registration systems will be used for legitimate club purposes and legal compliance.

Access to these records will be restricted to authorised persons.

5. CCTV Surveillance

Moruya Bowling Club operate CCTV surveillance systems throughout designated areas of the premises for security, safety, incident investigation and protection of club property.

CCTV footage is accessed by authorised personnel and disclosed to police, regulatory authorities or other parties where required or permitted by law.

CCTV recordings will be securely stored and retained in accordance with the Club's applicable retention requirements.

6. Gaming and Responsible Gambling

The Club recognises its responsibilities concerning gaming operations and responsible gambling.

Personal information relating to gaming activities, self-exclusion arrangements or gambling-related incidents may be collected and used where necessary to meet legal obligations and administer responsible gambling programs.

Such information will be handled confidentially, with access restricted to authorised personnel and appropriate service providers.

7. Disclosure of Personal Information

The Club may disclose personal information to:

- Government and regulatory authorities where legally required or authorised.
- NSW Police or emergency services where appropriate.
- Service providers assisting with membership, technology, security and administration.
- Professional advisers, auditors and insurers where necessary.
- Responsible gambling and self-exclusion service providers where permitted.

The Club will not sell members' personal information to third parties.

8. Marketing and Communications

The Club may communicate with members regarding club events, promotions, activities, services and membership matters.

Marketing communications will be provided in accordance with applicable privacy and electronic marketing laws.

Members may request to stop receiving marketing communications at any time by contacting the Club or using an unsubscribe option where provided.

9. Storage and Security

The Club takes reasonable steps to protect personal information against misuse, interference, loss, unauthorised access, modification and disclosure.

Security measures include restricted access to records, password-protected systems, secure storage and appropriate staff confidentiality procedures.

Personal information will be retained only for as long as required for lawful business purposes or applicable legal obligations. When no longer required, it will be securely destroyed or de-identified where appropriate.

10. Access and Correction

Individuals may request access to personal information held about them and request corrections if information is inaccurate, incomplete or outdated.

Requests should be made to Club Management, in writing.

The Club may need to verify an individual's identity before providing access and may refuse access where permitted by law.

11. Privacy Complaints

Any person who believes their personal information has been mishandled may lodge a complaint, in writing, with Club Management.

The Club will:

1. Acknowledge the complaint within a reasonable timeframe.
2. Investigate the circumstances.
3. Provide a response and advise of any appropriate corrective action.

Where the Privacy Act applies, individuals who remain dissatisfied may contact the Office of the Australian Information Commissioner (OAIC).

Website: www.oaic.gov.au

13. Changes to This Policy

Moruya Bowling Club may update this Privacy Policy to reflect changes in legislation, regulatory requirements or operational practices.

The current policy will be made available through the Club upon request and, where practicable, on its website.

14. Contact Details

For privacy enquiries, requests or complaints, please contact:

Club Manager
Moruya Bowling Club
26–32 Shore Street
Moruya NSW 2537

Phone: (02) 4474 2174
Website: www.moruyabowlingclub.com
