



Privacy Policy

Privacy Policy for Club Cowra (Cowra Services Club Ltd)

Club Cowra (ABN 41 001 049 234), referred to in this policy as “**Club Cowra**”, “**we**”, “**us**” and “**our**”, is committed to complying with the *Privacy Act 1988* (Cth) (Privacy Act), the Australian Privacy Principles (APPs), and all APP codes binding on us.

1. Introduction and Purpose

This Privacy Policy explains how we collect, use, disclose, and protect your personal information.

2. Scope

This Policy applies to all personal information collected by Club Cowra regarding:

- Members, prospective members, guests, visitors, and those who make enquiries about membership or events; and
- Any other individual who attends our physical premises at **101 Brisbane Street, Cowra NSW 2794** (Premises).

3. Consent for Collection of Sensitive Information

By applying for membership, renewing your membership, making an enquiry, entering our Premises, or otherwise providing us with sensitive information, you consent to its collection, use, and disclosure in accordance with this Policy.

If you do not wish to provide (or consent to our collection of) sensitive information, you may be unable to become a member, enter certain areas, or access some services.

4. Types of Personal Information We Collect and Purposes

We collect the following types of personal information (including sensitive information where relevant) for the purposes outlined:

Personal Information	Examples	Purposes
Personal and contact details	Name, date of birth, gender, address, email, phone numbers, emergency contacts, banking details (for winnings/payments), responsible gaming information.	Process membership/applications, communicate with you, process payments/winnings, provide services, comply with legal obligations (e.g., responsible service of alcohol/gaming).
Identity/proof of identity	Name, date of birth, driver's licence or passport details.	Verify eligibility for membership/entry, comply with "Know Your Customer", anti-money laundering, and gaming regulations.
Sensitive information (incl. CCTV)	CCTV footage, facial images (for recognition), health information (where relevant), behaviour/gaming observations, incident reports, transaction/gaming history via membership card.	Security, responsible gaming, prevent illegal activity, improve services, comply with regulatory requirements.
Other	Visit times, spending, activity on premises.	Improve services, marketing (where consented), legal compliance.

5. How We Collect Your Personal Information

We primarily collect information **directly from you** via membership forms, event bookings, website enquiries, or when you visit the Premises.

We may also collect data via:

- CCTV surveillance on Premises.
- Membership/rewards card usage.
- Third parties (e.g., government authorities, witnesses) where required for investigations or legal compliance.

6. Disclosure of Your Personal Information

We may disclose your information to:

- Our related entities or service providers (e.g., IT/gaming system providers, accountants, solicitors, mailing houses).
- Contractors or temporary staff.
- Government/regulatory authorities (e.g., for gaming, liquor licensing, anti-money laundering).
- As otherwise required or authorised by law.

7. Disclosure Outside Australia

Disclosures to overseas recipients (if any) would only occur in limited circumstances (e.g., cloud/IT service providers) and we take reasonable steps to ensure they comply with Australian privacy standards.

8. Direct Marketing

We may use your information for direct marketing of our events, promotions, and services (e.g., Jackpot Joker Draw, seafood buffets, NRL events). You can opt out at any time by contacting us or using the unsubscribe link in communications. You will still receive essential service notifications.

9. Security of Your Personal Information

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

10. Access and Correction

You may request access to or correction of your personal information by contacting us. We will respond within 30 days (after identity verification). Fees may apply for providing copies. We may refuse access/correction in certain circumstances allowed by law.

11. Complaints

If you have a privacy complaint, please contact us using the details below. We will investigate and respond promptly. If unsatisfied, you may contact the Office of the Australian Information Commissioner (OAIC) at oa.gov.au or 1300 363 992.

12. Changes to This Policy

We may update this Policy from time to time. Significant changes will be notified via our website or direct contact. Continued use of our services or Premises after changes constitutes acceptance.

Last updated: June 2026

Contact Us

Club Cowra

101 Brisbane Street, Cowra NSW 2794 Phone: (02) 6342 1144

Email: info@cowrasclub.com.au] Website: clubcowra.com.au (or cowraservicesclub.net.au)