



PRIVACY POLICY

The purpose of this Privacy Policy is to ensure that Shoalhaven Heads Golf Club complies with the *Privacy Act 1988*(Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**), which govern the way we must manage personal information (as defined in the Privacy Act), and to protect your personal information. It is our intention that this policy will protect your personal information from being dealt with in any way that is inconsistent with applicable privacy laws in Australia.

This policy sets out how we collect, hold, use, disclose and otherwise manage your personal information. We may update this Privacy Policy at any time and from time to time including by publishing a new version on our website, for example, to reflect changes to the law or to our business. We encourage you to check our website regularly for any updates to this Privacy Policy.

Types of information collected

1. We may collect and hold personal information about you, that is, information that can identify you such as your name, address, occupation, date of birth, proof of age.
2. If you choose to correspond with us by email, we may retain the content of your email messages together with your email address and our responses.

Purpose of collection

3. We will collect, hold and use your personal information for one or more of the following purposes:
 - To identify you and process an application you have made for membership or renewal of membership;
 - To establish and maintain your membership of Shoalhaven Heads Golf Club, including providing you with newsletters and annual reports;
 - To contact you to advertise competitions, and club activities, and to register you for such events. This may be by direct mail, telephone, email, SMS and MMS;
 - To provide you with promotional information about us;

- To facilitate our internal business operations, including without limitation the fulfilment of any legal enquiries, addressing security concerns and training our employees and contractors;
- To comply with statutory requirements under legislation

Collecting information

4. Personal information will generally be collected directly from you through your registration with Shoalhaven Heads Golf Club as a member, or the use of any of our standard forms or competition entry forms, email, comments/contributions to our social media sites, or when you deal with us in writing, by telephone or in person.

Job applicants, staff, contractors, suppliers, and volunteers

5. We also collect personal information about job applicants, staff, volunteers who work with us, and details of other people who come into contact with us such as contractors and suppliers for the primary purpose of assessing and engaging or employing the person. We also hold and use such personal information for managing the employment or engagement to meet its legal obligations.

Information received from other parties

6. Sometimes, someone else may provide us with your personal information, with or without your direct involvement. For example, we might collect personal information from:

- another organisation of which you are a member, such as a club or association;
- a regulatory authority or another industry organisation; or
- your representative(s).

Credit Card Details

7. Credit Card details are only stored for the processing of payment and will be deleted once payment is processed.

Use and disclosure

8. We only use your personal information for the purpose for which it was collected by us (**primary purpose**), unless:

- there is another purpose (**secondary purpose**) and that secondary purpose is directly related to the primary purpose, and you would reasonably expect, or we have informed you, that your information will be used for that secondary purpose;
- you have given your consent for your personal information to be used for a secondary purpose; or

- we are required or authorised by law to use your personal information for a secondary purpose.

9. We may disclose personal information about you:

- To third parties who assist us in operating our business, perform functions on our behalf or provide services to us.
- To anyone to whom we are required or authorised by law to do so;
- To relevant authorities when we believe that unlawful or undesirable activity is being or has been conducted; or
- To anyone authorised by you to receive your personal information (your consent may be express or implied and can be withdrawn at any time).

10. We may also disclose personal information to a third party where we have a belief that its use and/or disclosure is necessary:

- to lessen or prevent threats to an individual's life, health or safety;
- to investigate any unlawful or undesirable activity or serious misconduct which is being or has been conducted;
- to assist enforcement bodies, such as the police, with their activities;
- to assist in locating a missing person;
- to establish, exercise or defend a legal or equitable claim; or
- for the purpose of confidential alternative dispute resolution.

Internet Protocol (IP) Addresses

11. Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate only and cannot be traced to an individual user.

Cookies

12. Our website uses cookies to provide you with a better experience and help us improve our website and services. These cookies allow us to monitor single user access, anonymously distinguish you from other users of our services and increase your security by storing your session ID. This aggregate, non-personal information is collated and provided to us to assist in analysing the usage of the site.

13. If you have switched off cookies then some of the functionality of our services may not be available to you.

Information Security

14. We strive to ensure the security, integrity and privacy of personal information submitted to our website, and we review and update our security measures in light of current technologies. Unfortunately, no data transmission over the internet can be guaranteed to be totally secure.

15. However, we will endeavour to take all reasonable steps to protect the personal information you may transmit to us. Once we do receive your transmission, we will also make our best efforts to ensure its security on our systems.

16. We have security systems in place which are intended to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure by the use of various methods including locked storage of confidential paper records, firewalls and password access to computerised records (depending on the nature of the information that we are holding).

17. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

18. If we receive personal information about you which we did not request and which we do not reasonably require, we may destroy or de-identify this information where appropriate.

19. In the event of a data breach, such as the unauthorised loss, use or disclosure of personal information, we will assess and respond in line with our applicable policies and procedures, which incorporate the requirements contained in the *Privacy Amendment (Notifiable Data Breaches) Act 2017*(Cth).

Access to Information

20. If you wish to access the personal information we hold about you, please make a written request to the Board. We will provide you with access to the information requested within a reasonable period after the request is made, not exceeding 30 days. We may charge you a reasonable fee for processing your request. We may decline a request for access to your personal information if the Privacy Act prohibits it or does not require us to provide access.

21. We rely on the information you provide us to be accurate, complete, and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected.

Complaints

22. If you wish to make a privacy complaint, please put your complaint in writing with as much detail as possible and send it to us by letter or email using the details listed below.

23. The Board of Shoalhaven Heads Golf Club will consider (and may investigate) the complaint and provide you with a written response within a reasonable timeframe (taking into consideration the nature of your complaint).

24. If you are not happy with our response, you can contact the Office of the Australian Information Commissioner.

25. If we become aware of any ongoing concerns or problems with our website, we will take these issues seriously and work to address these concerns.

Contact

26. If you have any questions regarding our Privacy Policy or how your information is held, please contact:

The Honorary Secretary
Shoalhaven Heads Golf Club
Staples St, Shoalhaven Heads NSW 2535