



PAMBULA MERIMBULA GOLF CLUB LTD POLICY AUSTRALIAN PRIVACY PRINCIPLES (APP)

Objective

The Australian Privacy Principles (APPs) replaces the National Privacy Principles and Information Privacy Principles and apply to all Australian organisations. The APP operates in addition to the requirements of the Privacy Act.

This Policy will undertake to explain:

- a) the scope of our Privacy Policy;
- b) why we collect personal information;
- c) what personal information we collect;
- d) how we collect and use your personal information;
- e) how we disclose your personal information, including to overseas recipients;
- f) your right to access your personal information;
- g) your right and obligation to correct your personal information;
- h) how we protect your personal information;
- i) your right to make a privacy complaint; and
- j) how you contact us regarding your privacy concerns.

What is Personal Information? Personal Information is any information that can be used to identify you. This includes *any personal information* or opinions about you, whether true or not, no matter how the information or opinions are recorded. The information may be collected from you directly or provided to us by another party.

1. Scope

This Privacy Policy governs all personal information collected by and provided to us and must be adhered to by all persons who use, access, process, control or otherwise deal with personal information on our behalf. This policy applies to independent contractors and job applicants, as well as individuals who provide us with their personal information.

This policy does not apply to our acts and practices that relate directly to the employee records of our current and former employees

2. How Do We Collect Your Personal Information?

We collect personal information about you in a number of ways, including:

- a) directly from you, for example when you provide information by phone, email, in an application form, through our website (www.merimbulagolf.com.au);
- b) from third parties, such as Golfink.

3. Why Do We Collect personal information Personal Information?

We collect personal information from you for the following reasons:

- a) to lawfully carry out our functions and activities;
- b) to deliver the products and services that you have requested;
- c) to provide you with further information about our products and services;
- d) to personalise your experience with us;

- e) to help us review, manager and enhance our services;
- f) for administration purposes, including charging and billing
- g) to send you marketing and promotional information that you may be interested in;
- h) communicate with you including email, telephone and mail;
- i) conduct surveys or promotions;
- j) verify your identity;
- k) investigate complaints about or made by you, if we have reasons to suspect you have breached relevant terms or conditions; and
- l) as required by law.

Unless otherwise provided by law, we will not collect, hold, or disclose sensitive information without your consent.

If you do not wish to receive our newsletters, publications and other communications please contact us, or use the automated systems our automated communications have available to you.

4. What Personal Information Do We Collect?

The nature and extent of personal information we collect varies on your particular interaction with us and the nature of our functions and activities. Some of the personal information we collect is required under law (eg Registered Clubs Act) and it is also up to the individual to inform us of changes to their personal information.

- a) your name and date of birth, your residential address, drivers license or other form of identification (all required under the Registered Clubs Act);
- b) your email address, telephone numbers, gender, golf handicap;
- c) your financial information including credit card and banking information, business references, details about your business, your Australian Business Number;
- d) nature of products or services being sought for the purpose of filling your order;
- e) insurance details;
- f) your occupation, career history and references.

We also collect information that is not personal information, such as data relating to your activity on our Website.

If you feel that the personal information that we are requesting at any point is not information that you wish to provide, please feel free to raise this with us.

5. Health and Sensitive Information

In some circumstances we may collect:

- a) information about your health; or
- b) other sensitive information about you (for example information about your racial or ethnic origin).

We may use health information in order to allow you access to certain schemes we have available.

In addition we may use de-identified health information and other sensitive information to carry out research, to prepare submissions to government or a government body or to plan events and

activities. De-identified information is information which has been aggregated or otherwise de-identified so that it cannot be used to identify you or any other individual.

6. When do we disclose your personal information?

We may disclose your information to:

- a) Golf NSW;
- b) Golflink;
- c) Companies we have engaged to carry out functions and activities on our behalf eg our computerised membership system owner;
- d) Our professional advisors including our accountants, auditors and lawyers;
- e) Our insurers;
- f) Otherwise as required by law.

7. Web Site

When you visit our website or receive an automated email from our website for eg our ENews, our systems may record certain information about your use of the website (such as which web pages you visit and the date and time), and when you open our email. We use this information to help analyse and improve the performance of our website and newsletter.

8. Accuracy of your personal information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. However we rely on the accuracy that you have provided to us. If you find that the personal information we have on you is inaccurate, incomplete or out of date, please contact us immediately and we will take all reasonable steps to ensure that it is corrected. In some cases you the member are required by law to contact the Club when these personal details may change. Information required under the Registered Clubs Act include your full name, date of birth and home address as a minimum.

9. How can you access the personal information we hold about you?

If you feel that the personal information we keep about you is not accurate or your details are about to change you can:

- a) Call us on 6495 6154; or
- b) Email us on info@merimbulagolf.com.au

and we will correct or update your information

If you make a request to correct your personal information we will

-respond to your request within a reasonable period

- if reasonable and practicable, correct the information in the manner requested.

10. Complaints

If you have a complaint about how we collect, use, disclose, manage or protect you personal information, or otherwise consider there may be a breach of the Privacy Act or APP's please contact us in writing. Our Privacy Officer is the General Manager. You may write to the Privacy Officer at PO Box 75, Merimbula NSW 2548, or gm@merimbulagolf.com.au.