

City of Echuca Bowls Club Privacy Policy

City of Echuca Bowls Club (the Club) appreciates that privacy is very important to people. The Club has adopted this privacy policy as we recognise the right of our members and guests to keep their personal information private. This privacy policy covers the Club's treatment of personally identifiable information that we collect or hold. Like many other organisations, the Club must comply with the National Privacy Principles contained in the Privacy Act when dealing with personal information.

The information we collect

The Club will collect general information about you, such as your name, address, contact details and other clubs you belong to when you apply for membership to the Club. **This information is required under the Corporations and/or Registered Clubs Acts.** We may also collect this and other types of personal information during the course of dealing with you, for example when you wish to obtain goods or services from the club and when you participate in contests and promotions or return feedback forms.

In the interests of security and safety, and the comfort of members and guests, the Club also operates video cameras within the Club premises and may collect personal information in the course of investigating complaints or pursuing disciplinary proceedings.

Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information we may be unable to accept an application for membership or provide you with access to our services.

Users can generally visit the club website without revealing who they are or other personal information. The club will not collect any personal information about visitors to the website except when they knowingly provide it.

How we use your information

The club will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this privacy policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

Information regarding bowlers is provided to CVBD, BCBR, Bowls Victoria and Bowls Australia. Phone numbers and addresses for bowlers are listed in our handbook. Please apply in writing if you do not wish for your details to be recorded in our handbook. Phone numbers are required for organization of bowls games with other players.

We may take photographs of you attending our premises, and we may wish to use them for marketing and advertising purposes. Unless you advise us otherwise, you expressly agree and consent to the use of any photographs, which may include you, for the aforementioned purposes, without compensation.

We have taken steps to help ensure your personal information is safe. You will appreciate, however, that we cannot guarantee the security of all transmissions or personal information, especially where the Internet is involved.

Notwithstanding the above, we will take reasonable steps to:

- make sure that the personal information we collect, use or disclose is accurate, complete and up to date;
- protect your personal information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods;
- and destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

However, the accuracy of personal information depends largely on the information you provide to us, so we recommend that you let us know if there are any errors and please notify us in writing if there are any changes to your personal information (such as your name, phone number, address).

Access to and correction of your personal information

You are entitled to have access to any personal information relating to you which we possess, except in some exceptional circumstances provided by law (e.g. secrecy provisions under the Anti Money Laundering and Counter Terrorism Financing Laws). You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like to access or correct any records or personal information we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at the end of this document. You are agreeing to the terms of this privacy principle if you visit the club, use our website or by accepting the terms and conditions relating to membership applications.

Resolving Privacy Complaints

Please mark your correspondence to the attention of the club secretary. In order to resolve a complaint, we will liaise with you to identify and define the nature and cause of the complaint; request that you provide the details of the complaint in writing; will keep you informed of the likely time within which we will respond to your complaint; and will inform you of the legislative basis (if any) of our decision in resolving such complaint. We will keep a record of the complaint and any action taken in a privacy register.

Secretary: City of Echuca Bowls Club
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