



PRIVACY POLICY

SCOPE

Panania East Hills RSL Club (**Panania Diggers**) is committed to respecting your privacy. This Privacy Policy sets out how Panania Diggers handles personal information.

We are bound by the Privacy Act 1988 and the Australian Privacy Principles (**APP**). For more information visit: www.oaic.gov.au.

POLICY ELEMENTS

COLLECTION OF PERSONAL INFORMATION

Panania Diggers collects personal information such as name, date of birth, gender, information in identification documents (for example, passports or driver's licence) and in proof of age documents; residential and postal addresses, phone numbers, fax numbers and email addresses.

It may be necessary for us to collect personal information when you:

- Join Panania Diggers or one of our Intra-Clubs;
- Participate in our events and activities;
- Use our services or purchase our goods;
- Contact us for further information, or to express an interest or make a booking for functions,
- Participate in our surveys and other types of research;
- Participate in the management and conduct of our Club and its Intra-Clubs;
- Provide us with feedback;
- Enter a promotion, sweepstake, or contest conducted by or on our behalf;
- Participate in an incentive, loyalty or self-exclusion system or scheme in respect of our goods and services;
- Visit, or use the functionality on our website;
- Submit a job application or resumé;
- Report an incident or occurrence;
- Opt in to use a Panania Diggers social media application.

In some cases, sensitive personal information may need to be collected. Any and all sensitive information is only collected with your consent or where required by law or permitted by the Privacy Act.

It is generally not practical to remain anonymous or to use a pseudonym when dealing with Panania Diggers as we usually need to collect your personal information in order to give you access to Club premises, to provide goods and services to you, or for you to participate in our events and activities.

If you do not provide us with your personal information, or you do not consent to us using your personal information as outlined in this privacy policy, it may not be possible for us to provide you with the membership, goods or services that you are seeking.

HOW WE USE YOUR INFORMATION

Panania Diggers uses your information in order to carry out its responsibilities, duties and activities as a registered Club, to better understand your needs and to provide you with better goods and services.

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Without limitation, Panania Diggers may collect, hold, use and disclose your personal information:

- In respect of the supply of our goods, services, events or activities
- To deal with your enquiries or customer service issues
- For record keeping purposes, including records of your communications with our customer service representatives
- To keep you up to date with our goods, services, events or promotions that may be of interest to you through a variety of channels
- To administer promotional, loyalty and or self exclusion schemes and programmes
- For planning, product development, marketing or research purposes
- In relation to any employment application
- To fulfil our obligations under the Registered Clubs Act, the Liquor Act, Gaming Machines Act, other applicable laws and regulations or the Panania East Hills RSL Club Limited Constitution and By Laws.

USE AND DISCLOSURE OF PERSONAL INFORMATION

In order to provide our goods and services to you, we have appointed organisations or may appoint in future other organisations to carry out activities on our behalf.

These may include, for example, mailing houses, market research organisations, professional service providers and advisers, third party suppliers and agents.

These third parties may have access to your personal information needed to perform their functions and activities but are subject to restrictions not to use that information for other purposes.

We may also disclose personal information about you to third parties including law enforcement and regulatory bodies, in the event of a merger or demerger, or when we are required or permitted to do so under law.

QUALITY OF PERSONAL INFORMATION

Panania Diggers aims to ensure that your personal information is accurate, complete and up to date. To assist us with this, please contact the Club's Reception or our Chief Executive Officer if any of the details you have provided have changed. Further, if you believe the information we hold about you is not accurate, contact us and we will use all reasonable efforts to correct the information. No fee applies to correct personal information.

ACCESS TO PERSONAL INFORMATION

The Privacy Act allows individuals to access and alter the records Panania Diggers holds containing their personal information. If you wish to access the personal information Panania Diggers holds, please provide a written request to our Privacy Officer.

Panania Diggers will provide you with access to your information except where the Privacy Act prohibits or does not require it.

DIRECT MARKETING AND OPT-OUT

Panania Diggers may use your personal information for the purpose of marketing our goods and services.

If, for any reason, you would like to be removed from our mailing lists, please complete one of the following:

- Select "I do not wish to receive information from Panania Diggers about its offers and promotions" on your membership application or when renewing;
- Select "unsubscribe" on electronic communications;
- Email our Administration team (info@pananiadiggers.com.au).

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SECURITY AND STORAGE OF PERSONAL INFORMATION

Panania Diggers is committed to ensuring the security of your personal information and we take all reasonable precautions to protect such information from loss, misuse, alteration and or interference. Panania Diggers does not hold any of your personal information outside Australia.

COMPLAINTS

If you wish to make a complaint about Panania Diggers' use of your personal information, please put your complaint in writing, providing as much detail as possible, and forward it to the Chief Executive Officer, who will (or his or her delegate), investigate the complaint and will provide you with a written response following the completion of the investigation.

COOKIES, THIRD PARTY LINKS AND USE OF OUR WEBSITE

"Cookies" (ie small text files placed on your computer when you first visit the site) are used on our website. Most browsers now recognise when a cookie is offered and permit you to refuse or accept it. If you are not sure whether your browser has this capability, you should check with the software manufacturer or your Internet service provider.

Cookies are primarily used to enhance your online experience. If you visit our website to read or download information, much of the information we collect is statistical only (eg, the domain from which you accessed the Internet, the date and time you accessed our site, and the Internet address of the website from which you linked directly to our site) and not personally identifiable. Panania Diggers uses such information to make our site more useful and attractive to you.

You have several choices regarding your use of our website. In general, you are not required to provide personal information when you visit our website. However, if you apply to receive information about our goods, services, activities or events or wish to apply for a job, provision of certain personal information will generally be required.

Please note the Panania Diggers' website may contains links to other websites maintained or operated by third parties which are provided for your convenience.

Panania Diggers is only responsible for the privacy practices and security of its own website.

Panania Diggers recommends that you check the privacy policies and procedures of other websites that you visit.

CHANGES TO THIS POLICY

Panania Diggers may make changes to this Privacy Policy from time to time for any reason without notice to you. We will publish those changes on our website and by posting them on the Club's main notice board.

Accordingly, we recommend that you check that noticeboard and this page from time to time in order to review the current policy.

OUR PRIVACY OFFICER

Further information on Panania Diggers' privacy policies and procedures can be obtained by contacting the Chief Executive Officer using the contact details below:

Mr Ian Lowndes
Panania Diggers
28 Childs Street
PANANIA NSW 2213

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