

Wauchope RSL Club Privacy Policy

Wauchope RSL Club Ltd ("the Club", "we", "our") is committed to safeguarding and protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and store your personal information in compliance with the Privacy Act 1988 (Cth), the Registered Clubs Act 1976 (NSW), and any other relevant legislation.

SCOPE

This Privacy Policy applies to all personal information collected, stored, and used by Wauchope RSL Club in connection with the operation of the Club. It covers:

- All members, visitors, and staff who interact with the Club.
- All activities at the Club, including membership applications, transactions, events, and services.
- All systems and technologies used by the Club, including the website, payment systems, CCTV, and facial recognition technology.
- Data collected through any electronic or physical means, whether you provide it directly or we collect it automatically through surveillance systems.

By using the Club's services or entering the premises, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

DEFINITIONS

Personal Information (defined by the Privacy Act 1988)

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

Facial Recognition

Biometric data captured by the Club's facial recognition technology. This includes images, templates, or other biometric data points associated with an individual's facial features used to uniquely identify or verify an individual.

INFORMATION WE COLLECT

We may collect and process the following types of personal information:

- **Personal Identification Information:** Name, address, phone number, email address, date of birth, membership details.
- **Transactional Information:** Records of your purchases and transactions at the Club, including gaming, food and beverage, and events.
- **Surveillance and Security Information:** Images or footage from CCTV cameras and facial recognition systems on Club premises.

USE OF PERSONAL INFORMATION

We use the personal information collected for the following purposes:

- To process membership applications and renewals.
- To manage and process transactions.

- To communicate with you regarding your membership, events, promotions, and services.
- To ensure the safety and security of Club members and staff, including monitoring activities within the Club.
- To comply with legal obligations and industry standards, including the Registered Clubs Act 1976 (NSW).

SHARING OF PERSONAL INFORMATION

We may share your personal information with:

- Our service providers, contractors, and third parties who assist with the operation of the Club (e.g., payment processors, marketing services).
- Regulatory authorities, law enforcement, or other entities, as required by law.
- In some instances, facial recognition data may be shared with local law enforcement authorities in compliance with legal obligations.

We may also collect and use your personal information for marketing purposes, including but not limited to:

- Promoting and marketing our products and services to you.
- Informing you about promotions, special offers, upcoming events, and activities such as entertainment, food and beverage options, or prize draws through direct email or SMS messages.

If you do not wish to receive marketing communications, you may contact the Club to request removal from marketing lists or opt out by following the instructions provided in the messages.

We will never sell or rent your personal information to third parties.

FACIAL RECOGNITION

Wauchope RSL Club employs facial recognition technology as part of its security measures to ensure the safety of our members and staff. This system is used to monitor activities within the Club premises and to identify potential threats or individuals banned from the premises.

- **Consent:** In accordance with the Registered Clubs Act 1976 (NSW) and other applicable laws, the Club seeks your consent to collect and use facial recognition data. By entering the Club, you consent to being captured by our facial recognition system.
- **Data Retention:** Facial recognition data will be retained for a period determined by applicable needs, including security or legal reasons.
- **Access and Correction:** You may request access to the facial recognition data we hold about you or request correction of any inaccuracies. Please contact the Privacy Officer via the contact details provided below for more information.
- **Use of Data:** Facial recognition data will only be used for security purposes and in compliance with relevant legal and regulatory obligations.
- **Opt-out:** If you do not wish to participate in the facial recognition system, please inform a staff member upon arrival at the Club, and alternative arrangements will be made for your identification.

SECURITY OF PERSONAL INFORMATION

We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. This includes physical, electronic, and procedural safeguards.

ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

As an individual, you have the right to:

- Request access to the personal information we hold about you.
- Request corrections to any inaccuracies in your personal information.
- Opt-out of receiving promotional communications or marketing materials.
- Withdraw your consent to facial recognition or request that your facial recognition data be deleted, subject to applicable laws and regulations.

The Club will provide an individual access to the personal information held about them in the manner requested if it is reasonable and practicable to do so.

We will also take reasonable steps to correct personal information held about an individual if we consider it is inaccurate, out-of-date, incomplete, irrelevant or misleading.

If we refuse to provide an individual with access to, or to correct, their personal information, The Club will notify the individual in writing and explain the reasons.

Requests should be directed to the Privacy Officer via the contact details provided below for more information. Requests will be processed within 30 days in accordance with the Privacy Act.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or regulatory requirements. Any changes will be communicated through appropriate means, such as posting an updated policy on our website or notifying you via email.

CONTACT INFORMATION

If you have any questions or concerns regarding this Privacy Policy or wish to exercise your rights, please contact the Privacy Officer at:

Wauchope RSL Club Ltd

Address: Cnr Young & Cameron Street, Wauchope NSW 2246

Phone: 02 6585 2244

Privacy Officer: Tom Lindsay

Email: Tom.lindsay@wauchopersl.com

EFFECTIVE DATE: 18TH December 2024

By providing your personal information and using our services, you acknowledge that you have read and understood this Privacy Policy.