

## **Privacy**

The Epping Club is committed to providing its customers with outstanding customer service. Part of this includes protecting customer privacy. The Epping Club is bound by the provisions of the Privacy Act 1988 which through the Australian Privacy Principles regulates the handling, holding, use, accessing and correction of personal information (including sensitive information).

### ***Collection of personal information***

The Club collects personal information such as name, address, occupation, date of birth, gender and IP address, including information from identification documents such as passports, driver's license and proof of age documents.

This information is collected to meet statutory requirements under the Registered Clubs Act, Anti-Money Laundering and Counter Terrorism laws and other relevant legislation.

For example, we collect this information when individuals:

- Apply for a job with us.
- Visit our website.

### ***Use of information***

The Epping Club uses information to carry out its responsibilities and duties as a Registered Club. This helps our Club better understand the needs of its customers and clients and to provide them with better services. The Epping Club may collect, hold, use and disclose personal information:

- For record keeping purposes.
- Regarding job applications.
- To deal with enquiries.
- For marketing or research.

The Epping Club may disclose personal information to third parties that provide services under contract to the Club. This requires the third party to keep your personal information confidential and secure.

### ***Security and Storage***

We strive to ensure the security and privacy of personal information submitted to us on our website. Unfortunately, no data transmission over the internet can be guaranteed to be secured. However, we take all reasonable precautions to protect such information from loss alteration or interference.

Personal information received in hard copy format is stored and archived for a period of seven (7) years. This includes information about non-members.

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



Sydney's 5 Star Club

### ***Correction of Applicants Information***

Should we become aware that a customer's personal information is not accurate or requires updating, attempts should be made to immediately rectify the personal information.

If employees are unable to correct personal information, then the Privacy Officer and Management should be notified immediately for rectification.

### ***Complaints***

If customers wish to make a complaint about The Epping Club use of their personal information, customers and clients should be advised to put their complaint in writing to the Privacy Officer. The Privacy officer or his or her delegate will investigate the complaint and will provide them with a written response after completion of the investigation into their complaint.

### ***Privacy Officer***

Further information on Privacy can be obtained by contacting the Club's Privacy Officer using the contact details below.

Privacy Officer  
The Epping Club  
45 – 47 Rawson Street, Epping NSW 2121  
(02) 4587 6900  
stephen\_anson@eppingclub.com