



## Privacy Policy

**The Benalla Bowls Club** is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

### What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, date of birth, email addresses, phone numbers, bank information, and digital images of photo ID.

This Personal Information is obtained in many ways including at entry to the Club, application forms, enquiries via email or website, by telephone, from ticket sales, via the BBC website ([benallabowlsclub.com.au](http://benallabowlsclub.com.au)), the BBC Bowlers website ([benallabowls.bc.bowls.com.au](http://benallabowls.bc.bowls.com.au)), correspondence, publicly available sources, and from third parties. We don't guarantee the security or privacy of any website linked to from websites controlled by us. Any financial information entered into our website is not retained by us and is subject to the policies of the payment provider (currently "Square").

Images and details of ID are collected and analysed via ID scanning.

We collect your Personal Information for the primary purpose of providing our services to you, fulfilling legal obligations, and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing, or replying as directed to the messages as they arrive.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you.

However, in some circumstances we may be provided with information by third parties such as Community Clubs Victoria or Victoria Police. We do not accept information from organisations or individuals

## Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- To a limited number of third parties for the purpose of direct marketing or creating personalised equipment or resources; and
- Where required or authorised by law.

Regulators with the ability to request information include:

- Victorian Gambling and Casino Control Commission
- AUSTRAC (Anti-Money Laundering & Counter Terrorism Financing)
- Liquor Control Victoria
- Australian Police Services (State & Federal level)

Third parties we may share information with to provide services include:

- Bowls Victoria
- Bowls Australia
- SportsPick
- YourPlay
- Starrtec/StarPOS (database management)
- ClubNet (signin management)
- ClubWorks (marketing)

## Security of Personal Information

Your Personal Information is stored in a password protected database or digital filing system, only accessible to staff, who are restricted in the use of this information by organisational policies. These policies cover the means in which information can be accessed or used by a staff member.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years. We will endeavour to remove that information from our systems once a client file has lapsed for 7 years. CCTV and digital images of licences are kept for 28 days and then removed automatically from the system.

Personal information collected by the Benalla Bowls Club is not currently disclosed to overseas recipients. If this changes, this policy will be updated.

Banking information including account numbers is kept as an electronic copy for 5 years, at which point it is destroyed. Paper copies are destroyed after being digitised.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

**Benalla Bowls Club** will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Removing Your Personal Information

There are certain details we have a legal obligation to retain (eg details required to sign in). If you would like any non-essential information to be removed from our systems, please contact us in writing and we will advise what we need to keep and how long we need to keep it for.

## Policy Updates

This Policy may change from time to time and is available on our website.

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

**25 Arundel St Benalla**

**admin@benallabowlsclub.com**

**03 5762 2094**