



Privacy Policy

Maitland City BOWLS, SPORTS and Recreation Club ABN 64 000 912 005 and our related entities appreciate that privacy is very important to people. Maitland City BOWLS, SPORTS and Recreation 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 Maitland City BOWLS SPORTS, and Recreation Club's treatment of personally identifiable information that we collect or hold. Like many other organisations, Maitland City must comply with the National Privacy Principles contained in the Privacy Act when dealing with personal information.

The information we collect

Maitland City will collect general information about you, such as your name, address and contact details when you apply for membership to Maitland City. This information is required under the Corporations and/or Registered Clubs Acts. We may also collect this and other types of personal information, such as your membership number, during the course of dealing with you, for example when you wish to obtain goods or services from Maitland City 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, Maitland City also operates video cameras within the Club premises and may collect unsolicited 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 your application for membership or provide you with access to our services.

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

Your personal information is collected via the website when you knowingly subscribe and submit your details to our mailing list. This is an opt-in system and you can opt-out at any time by sending us an email through the enquiry section of our website.

Maitland City also collects solicited personal information indirectly, through publicly available sources or through our social media sites like Facebook and Twitter, who disclose to their users that their personal information is provided to businesses.

How we use your information

Maitland City 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. Generally we will only use and disclose your personal information as follows:

- (a) To establish and maintain your membership to Maitland City, including displaying your name and address in the club prior to considering your membership application (as required by law) and providing you with newsletters, quarterly magazines, annual reports and other information necessary to allow you to play an active role in Maitland City, such as information about candidates standing for election to the board of Maitland City;
- (b) To provide the products or services you have requested from Maitland City;
- (c) To answer your inquiry;
- (d) To register you for events, promotions or competitions;
- (e) To assist us to make Maitland City's sites, services and products more valuable to our members and guests;
- (f) For direct marketing of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further marketing communications;
- (g) To third parties where we have retained those third parties to assist us to operate the Club and provide the products or services you have requested, such as marketing consultants and promotions companies, catering and event coordinators, businesses operating from our premises, website hosts and IT consultants, electronic gaming organisations, and our professional advisers such as management consultants, lawyers and accountants. This information will not be disclosed overseas unless specified; and
- (h) To different parts of Maitland City's and associated clubs to enable the development and marketing of other products and services and to improve our customer service in general.

Access to your information

You can access the personal information that Maitland City holds about you by contacting the Maitland City Privacy Officer as set out below. We will provide you with a copy of your personal information unless we are legally authorised to refuse your request. We may charge a reasonable amount for providing access.

If you wish to change personal information that is out of date or inaccurate at any time please contact us. After notice from you, we will take reasonable steps to correct any of your information which is inaccurate, incomplete or out of date. If you wish to have your personal information deleted please let us know and we will delete that information wherever practicable.

We may refuse your request to access, amend or delete your personal information in certain circumstances. If we do refuse your request, we will provide you with a reason for our decision and, in the case of amendment, we will note with your personal information that you have disputed its accuracy.

Security

Maitland City will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly, Maitland City cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information.

Changes to this Privacy Policy

Maitland City may amend this Privacy Policy from time to time by posting the amended version on our website at www.maitlandcity.com.au. We suggest that you visit our website regularly to keep up to date with any changes.

Contacting us

If you would like any further information, or have any queries, problems or complaints relating to Maitland City's Privacy Policy or our information handling practices in general, please contact our Privacy Officer calling (02) 49391200 or writing to 14 Arthur Street, Rutherford NSW 2320