

PRIVACY POLICY

Coolangatta & Tweed Heads Golf Club has a strong commitment to privacy and the safeguarding of the personal information it collects. We will ensure that personal information is managed in an open and transparent way. Coolangatta & Tweed Heads Golf Club is bound by the provisions of the Privacy Act 1988 (Cwth), which governs the way private sector organisations collect, use, keep secure and disclose personal information. The Privacy Act contains 13 Australian Privacy Principles (APP's) that set standards for the handling of personal information.

DEFINITIONS

Personal information is defined by the Privacy Act to mean information or an opinion, whether true or not and whether recorded in a material form or not, about an individual whose identity is reasonably identifiable, from the information or opinion.

Sensitive information is a subset of personal information. It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

THE KINDS OF PERSONAL INFORMATION WE COLLECT AND HOLD

Coolangatta & Tweed Heads Golf Club will only collect and hold personal information that is necessary for one or more of its functions or activities and will collect personal information only by lawful or fair means and not in an unreasonably intrusive way.

In general, we attempt to limit the collection of sensitive information we collect from you, but we may be required to collect sensitive information from you in order to carry out the services provided to you. For employees, we may be required to collect sensitive information from you in the course of your employment. We will not collect sensitive information from you without your knowledge or consent.

The type of information we may collect and hold from you generally includes your name, address, date of birth, occupation, contact details including email address, transaction history and in some cases credit card and bank account details. In general you consent to us using and disclosing your personal information to facilitate a purpose in connection with:

- Membership and internal sections management purposes.
- Recruitment and employment.
- Administration.
- Financial management.
- Meeting statutory requirements under legislation.
- Direct marketing that helps us build a stronger relationship with you.

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or compliance failure.



HOW WE COLLECT AND HOLD PERSONAL INFORMATION

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information we may be unable to provide our services to you.

Coolangatta & Tweed Heads Golf Club may receive personal information about you from its Internal Sections/Member Clubs (being those Clubs who are members of the Coolangatta & Tweed Heads Golf Club, including but not limited to our Internal Sections/Member Clubs annual reports, your membership details with the Internal Sections/Member Clubs and submissions you may make to them.

The Club is dedicated to keeping members and employee details private. The Club obtains and maintains information from members and employees, which is kept strictly secure, for the sole purpose of providing member services and managing Club operations.

In certain cases personal information may be stored on 3rd party databases. In these cases it is encrypted in transit and authentication is required to access it, however 3rd party providers may use your personal information to market services and products to you directly independently of Coolangatta & Tweed Heads Golf Club without our knowledge or consent.

THE PURPOSES FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

Coolangatta & Tweed Heads Golf Club will collect your personal information in order to provide you with, or give you access to, a particular Coolangatta & Tweed Heads Golf Club product or service. We will only use or disclose your personal information for the primary purposes for which it was collected or as consented to. In the event we propose to use or disclose such personal information other than for reasons detailed within this policy, we will first seek your consent, where it is required, prior to such disclosure or use.

Coolangatta & Tweed Heads Golf Club may use the personal information we collect from you to identify particular Coolangatta & Tweed Heads Golf Club products and services, which we believe may be of interest and benefit to you, such as from third parties. This may include such activities as competitions, policy announcements, campaigns or to hear about shows and entertainment from Coolangatta & Tweed Heads Golf Club. We may then contact you to let you know about these products and services. If you do not wish to receive this marketing information from Coolangatta & Tweed Heads Golf Club, please let us know.

There are other situations where we are compelled by law to disclose your personal information. The Club may also use or disclose personal information:

- When it is disclosed or used for a purpose related to the primary purpose of collection detailed and you would reasonably expect your personal information to be used or disclosed for such purposes.

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- To relevant authorities if it reasonably believes that there is a threat to an individual's life, health or safety, or public health or safety; or
- If we have reason to suspect that unlawful activity has been or is being, engaged in; or
- If it is required by law.

Where your personal information may be disclosed and to the extent that we can, we believe in giving you a choice as to whom we may disclose your personal information to and how these third parties may use your personal information for direct marketing.

When you engage in certain activities, such as entering a contest or promotion, filling out a survey or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Coolangatta & Tweed Heads Golf Club may only use or disclose personal information for direct marketing purposes where the individual has provided consent or where an individual would have a reasonable expectation that their personal information will be used for this purpose and conditions relating to opt-out mechanisms are met. Occasionally, we may disclose your personal information for the purposes of facilitating the distribution of marketing material to you by Coolangatta & Tweed Heads Golf Club by employing a third party. If you do not wish to receive marketing communications from us please contact us at Coolangatta & Tweed Heads Golf Club.

Where unsolicited personal information is received by Coolangatta & Tweed Heads Golf Club it will be afforded the same privacy protection as solicited personal information. Coolangatta & Tweed Heads Golf Club will apply procedures to determine whether it could have collected the information under the provisions of the APP's and take reasonable steps to notify individuals that it has collected personal information from someone other than the individual.

Coolangatta & Tweed Heads Golf Club is not likely to disclose information to overseas recipients; however, understands that the APP's place an obligations on us to ensure that the overseas recipient does not breach the APP's.

ACCESS AND CORRECTION

If we have accurate personal information about you, it enables us to provide you with the best possible service. If Coolangatta & Tweed Heads Golf Club holds personal information about an individual and the individual is able to establish that the information is not accurate, complete and up to date, Coolangatta & Tweed Heads Golf Club will take reasonable steps to correct the information so that it is accurate, complete and up to date. Coolangatta & Tweed Heads Golf Club will respond to a correction request within a reasonable period after the request is made.

The Club will not generally refuse a request made by an individual to access their own personal information unless an exemption exists in accordance with the APP's. Written notification of reason (except where it would be unreasonable to do so in the circumstances) will be provided, if the Club refuses a request and, the options for that person to make a complaint about the Clubs decision.

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If you would like to access or correct certain records of personal information we have about you, please contact us on the details set out at the end of this policy.

DATA QUALITY AND SECURITY

The personal information that we collect will be kept safe and secure. Coolangatta & Tweed Heads Golf Club has implemented systems to ensure that personal information stored on our networks is protected by authentication log in procedures. The Club is dedicated to keeping members and employee details private. The Club obtains and maintains information from members and employees, which is kept strictly secure, for the sole purpose of providing member services and managing Club operations.

When making a payment online to Coolangatta Tweed Heads Golf Club your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is the industry standard.

Coolangatta & Tweed Heads Golf Club uses Cookies to provide members with access to the Members Only area of the Club website, with Cookies sent to your computer from Coolangatta & Tweed Heads Golf Club only lasting for the duration of the time you browse the Club's website.

Whenever a member uses the Club's website, or any other website, the computer on which the web pages are stored (the Web server) needs to know the network address of your computer so that it can send the requested web pages to your Internet browser. The unique network address of your computer is called its "IP Address", which is sent automatically each time you access any Internet site. Coolangatta & Tweed Heads Golf Club does not keep a record of member's IP Addresses.

HOW A PERSON MAY ACCESS FURTHER INFORMATION COMPLAIN ABOUT A BREACH OF PRIVACY

Coolangatta & Tweed Heads Golf Club will take complaints about a breach of privacy seriously. If you believe that we have breached your privacy or have any questions in relation to this Privacy Policy, you can contact the Privacy Officer on:



Sorely Street | P.O. Box 6010 | TWEED HEADS SOUTH, NSW 2486



07 5524 4544



privacy@cooltweedgolf.com.au

We will investigate any complaint and notify you of our decision in relation to the complaint, as soon as practicable after it is received.

10. AVAILABILITY OF THIS POLICY

This policy or an approved form thereof will be displayed and maintained on the Clubs Website and made available free of charge upon request. If you require any further information, please contact the Club Administration.