



COWRA BOWLING & RECREATION CLUB LTD.

Telephone: Business Office: (02)6342 1279
Telephone: Bowls Office: (02)6341 3219
Restaurant: (02)6342 3084
Bar: (02)6342 1836

ABN 43 001 040 759

27 Vaux Street, Cowra
PO BOX 173, Cowra NSW 2794

Cowra Bowling and Recreation Club Ltd

Privacy Policy

Cowra Bowling and Recreation Club Ltd provides comfort, social environments and entertainment services for our members and guests. Cowra Bowling Club are registered under the Registered Clubs Act 1976 and we comply with the Privacy Act 1998. We respect your right to privacy and are committed to protecting your personal information.

This Privacy Policy outlines the measures we take to ensure personal information is managed correctly. Cowra Bowling and Recreation Club Ltd is bound by the Australian Privacy Principles ('AAPS') contained in the Australian Privacy Act 1988 (Cth).

Collection of Personal Information

Members

The Personal Information provided by you on a Membership Application and/or renewal form will be used to process your membership or renewal application. Failure to provide all of the requested information may result in your application being rejected. You have the right to access and correct any of your personal information that the club holds about you. This information will generally include the following;

- First and Last name
- Postal Address
- Date of Birth
- Points of Identification
- Contact Details

Your personal information may be used by the club for marketing purposed to improve our services including promotions, events, functions, member competitions and much more.

Visitor and Guests

Under the Registered Clubs Act, patrons visiting the Club are required to produce suitable identification to gain entry to the premises. Suitable Identification is Driver's Licence, Passport and Proof of Age Cards along with proof of a valid Australian residential address if not visible on the suitable identification. We record your details when signing in. Cowra Bowling Club uses an electronic sign in system and in most cases will scan your identification for faster and safer processing. If you do not wish to have your identification scanned, you can notify us prior to signing in.

For more information regarding our sign in procedures or identification requirements, please contact reception on (02) 6342 1836.

Use and Disclosure of Personal Information

Your Personal Information is only used for the purposes that Cowra Bowling Club is only authorised to do so by law.

Cowra Bowling Club may engage in sending customers information that we believe may be of significant interest to you. If you do not wish to receive such information, please notify the club and we will stop all communication immediately.

Cowra Bowling Club discloses personal information to third parties including commercial suppliers, market research companies and mail and email marketing services. This information is disclosed to improve our communication and offering to Members and their guests. The third party may only use personal information as instructed by Cowra Bowling Club.

Sending Information Overseas

No personal information is sent to any overseas parties.

Information Quality and Access

We rely on the information provided to us by our members and guests to be accurate and current. It is beneficial for you to ensure your details are up to date to ensure we are communicating to you in your preferred manner and with the right messages you want to receive.

You have the right to request access to what personal information we hold for you. You will need to contact the Marketing Department or visit Cowra Bowling Club to request this information. You will need to provide photo ID before any information can be released.

There are exceptions under the Privacy Act where we may have to deny you access to your information.

Information Storage

Personal Information on our members and guests is stored and archived in controlled environments for a period of seven (7) years. Employees of Cowra Bowling Club are bound by confidentiality agreements to protect your privacy.

Your Privacy and the internet.

We have security measures in place to ensure any personal information shared with us via our websites is protected and secure. When you visit our website, our internet supplier will make a record of your visit and log some information for statistical purposes only. The information logged may consist of your I.P. address and domain location.

In the event of a suspected data breach, Cowra Bowling and Recreation Club will conduct an assessment to determine whether it is likely to result in serious harm, and as a result, provide obligatory notification in a prompt manner to individuals at likely risk of serious harm.

Surveillance inside our Venue

Cowra Bowling and Recreation Club have and use surveillance systems. It is important to note that when visiting our venue you will be recorded on our surveillance system. We may use these recordings to review or assist if an incident occurs on our premises. We do not disclose our surveillance records unless we are required by law or to investigate illegal or undesirable activities within our club.

Complaints

Complaints can be made through a phone call (02) 6342 1836, our website, email (manager@cowrabowlingclub.com.au) and to the Duty Managers on site at the club. Complaints are processed by the responsible department and dealt with accordingly.