

## The Coach - Privacy Policy

1. **Privacy Policy Overview**
2. **Respecting your privacy**
3. **Types of personal information collected**
4. **How personal information is collected**
5. **How personal information may be used**
6. **Disclosure by law**
7. **Your access to your personal information**
8. **Resolution of privacy concerns**
9. **Privacy Officer contact information**

### **1) Privacy Policy Overview**

- a) We respect your personal information, and this Privacy Policy (the “**Policy**”) explains how we handle it.
- b) The Policy is consistent with the *Privacy Act 1988 (Cth)*, the *Australian Privacy Principles* effective from 12 March 2014 and other federal and state legislation with which we are required to comply.
- c) We have adopted this Privacy Policy to ensure that we collect and manage private information about individuals in a responsible and sensitive manner.
- d) More information about the way we manage personal information about members, customers and staff can be obtained by contacting our Privacy Officer as listed at Section 10 below.

### **2) Respecting your privacy**

- a) Certain information about you is required, by law, to be collected and retained. Where this information is collected and retained, it will be done in a discreet and confidential manner and consistent with the legislation and principles listed in **1** above.

### **3) Types of personal information collected**

- a) We collect, retain and use personal information about our members and customers to satisfy regulatory requirements and for certain marketing purposes.
- b) The information we collect and retain may include:
  - i) Name and/or aliases;
  - ii) Residential address;
  - iii) Date of Birth;
  - iv) Gender
  - v) Telephone number;
  - vi) Email address;
  - vii) Australian Business Number (where applicable);
  - viii) Source of funds (where applicable);
  - ix) Country of citizenship or residence (where applicable); and
  - x) Occupation (where applicable).

#### **4) How personal information is collected**

- a) We may collect personal information about you in a number of ways, including:
  - i) Asking for all or part of the information to be provided by you to us verbally;
  - ii) Asking for all or part of the information to be provided to us in writing or electronically when you become a member of the Club
  - iii) Requesting that you provide to us documentary evidence of your identity, that may be by way of (including, but not be limited to):
    - (1) Current Driver's Licence;
    - (2) Current Passport;
    - (3) Proof of Age Card;
    - (4) National ID Card;
    - (5) Pension or other Government Entitlement Card;
    - (6) Australian Taxation Office Notice;
    - (7) Australian Local Government Notice;
    - (8) Australian Utilities Provider Notice.
- b) Where the information is obtained by you producing documentary evidence of identity, we may photocopy and retain the documentary evidence in accordance with **Section 5** below.
- c) Unless you reach a prior agreement with us to the contrary, any photographic film, tape or other image taken of you whilst at our venue by or on behalf of us, may be used to promote our venue and related events.
- d) Notwithstanding 4(c) above, we will make all reasonable efforts to contact you prior to the use of such material for the purposes of promotion of the organization.

#### **5) How personal information may be used**

- a) Personal information that we collect may be used as follows:
  - i) For direct marketing purposes (where you have elected to receive direct marketing information from us);
  - ii) Internal organizational (only) analysis of membership and/or customer statistical data; and
  - iii) To satisfy legislative and/or regulatory obligations imposed on the Club.

#### **6) Disclosure by law**

- a) Personal information held by us will not be provided to any other person or organization for any purpose, nor used for any other purpose than those described above and related purposes except in circumstances where an individual has consented to the use and disclosure, or the use and disclosure is authorized or required by law, regulation or relates to the organization's supervisory functions.

#### **7) Your access to your personal information**

- a) A person can access his or her own information held by us (so far as permitted by law) by contacting our Privacy Officers.
- b) If the information held by us is inaccurate, incomplete or not current, a person may request that we correct the information.

- c) There may be circumstances where we are entitled to deny a person access to the information we hold. These circumstances may include:
  - i) Where the information is confidential;
  - ii) Where the information is commercially sensitive;
  - iii) Where the privacy of others may be breached if the information was accessed; or
  - iv) Where denial of access is required or authorized by law.
- d) Our Privacy Officer will advise if any of the above circumstances apply.

## **8) Resolution of privacy concerns**

- a) If a person has a concern about a possible interference with privacy or non-compliance with our Privacy Policy, the person should contact our Privacy Officers. If the person's concerns are not resolved to the satisfaction of the person, the matter can be referred to the Office of the Australian Information Commissioner by telephone on 1300 363 992 or via email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **9) Privacy Officer contact information**

### **a) The Club, Caroline Springs**

Name: The Manager  
Postal Address: 1312 Western Highway, Caroline Springs VIC 3023  
Telephone: 03) 8390 2445  
Email: [reception@theclubcs.com.au](mailto:reception@theclubcs.com.au)

### **b) Coach and Horses, Ringwood**

Name: The Manager  
Postal Address: 33 Maroondah Highway, Ringwood VIC 3134  
Telephone: 03)9780 1661  
Email: [reception@thecoachandhorses.com.au](mailto:reception@thecoachandhorses.com.au)