

## **WYONG GOLF CLUB LTD**

### **1. We respect your privacy**

1.1. WYONG GOLF CLUB LTD (WGC, we, us, our) respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. This policy sets out how we collect and treat your personal information.

1.2. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

1.3. "Personal information" is information we hold which is identifiable as being about you. This includes information such as your name, email address, identification number, or any other type of information that can reasonably identify an individual, either directly or indirectly.

1.4. You may contact us in writing at **319 Pacific Hwy, Wyong, New South Wales, 2259** for further information about this Privacy Policy.

### **2. What personal information is collected**

2.1. WYONG GOLF CLUB LTD will, from time to time, receive and store personal information you submit to our website, provide to us directly or give to us in other forms.

2.2. You may provide basic information such as your name, phone number, address and email address to enable us to send you information, provide updates and process your product or service order.

2.3. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

2.4. Additionally, we may also collect any other information you provide while interacting with us. For example, if you access our websites, we may collect your Internet Protocol (IP) address, browser type, date and time of your request; your internet service provider, mobile carrier, or data services provider; We may also collect information about your online behaviour, such as information on the pages you visit, links you click, features you use, how and when you interact with the services or the content, images and advertisements you select, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

#### **Sensitive Information**

2.5 It may be necessary in some circumstances for us to collect some types of sensitive information about you, for example in order to provide certain services to you. Sensitive information includes information about a person's race, sexual orientation, disability, ethnic origin, political opinions, health, religious or philosophical beliefs, biometric information used for automated biometric verification or identification purpose, biometric templates and criminal record. We will only collect sensitive information where:

- we have obtained your consent and the information is reasonably necessary for one or more of our functions or activities;
- we are required to do so under a law that applies to our business; or
- we are otherwise permitted by law to do.

### **Indirect Collection**

2.6 In the course of handling and resolving a complaint, data breach notification, review or an investigation, we may collect personal information (including sensitive information) about you indirectly from publicly available sources or from third parties such as:

- your authorised representative (if you have one);
- applicants, complainants, respondents to a complaint, investigation, application or data breach notification or the third parties' employees and witnesses.

### **3. How we collect your personal information**

3.1. WYONG GOLF CLUB LTD collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we engage in business activities with you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

3.2 We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings to reject all cookies before accessing our website. However, this may prevent you

from taking full advantage of our website. Our website may from time to time use cookies to analyses website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

3.3. By providing us with personal information, you consent to the supply of that information subject to the terms of this Privacy Policy.

#### **4. How we use your personal information**

4.1. WYONG GOLF CLUB LTD may use personal information collected. However, if you withhold your personal information, it may not be possible for us to provide you with our products and services or information about our products and services, or for you to fully access our website. We may also make you aware of new and additional products, services and opportunities available to you.

4.2. WYONG GOLF CLUB LTD will use personal information only for the purposes that you consent to. This may include to:

- a) Provide you with products and services during the usual course of our business activities; administer our business activities;
- b) Manage, research and develop our products and services;
- c) Provide you with information about our products and services;
- d) Communicate with you by a variety of measures including, but not limited to, by telephone, email, social media, SMS or mail;
- e) Investigate any complaints;
- f) Identification;
- g) For analytics purposes to develop our understanding of our customers and the market in which we operate;
- h) To seek to prevent illegal or undesirable activities;
- i) To comply with obligations that we have under laws that apply to our business or to meet reasonable requests from regulatory bodies which regulate our business, such as implementing incident logs and monitoring the responsible provision of gaming services in our venues and premises, including the exclusion of persons from our venues and premises;
- j) To comply with any other legal requirements such as a law, regulation, court order, subpoena, warrant, legal proceedings or in response to a law enforcement agency request; and
- k) To otherwise assist law enforcement.

4.3. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases.

## **5. Disclosure of your personal information**

5.1. WYONG GOLF CLUB LTD may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Privacy Policy.

5.2 We may disclose your personal information to organisations external to WGC for them to assist us:

- a) to provide, manage or administer the products and services we offer;
- b) to analyse data to provide insight into our business practices; and
- c) to collect outstanding debts.

5.3 We may share your personal information with another organisation in respect of potential or threatened legal proceedings or disputes (whether between you and that organisation or between us and that organisation), including for the purposes of obtaining legal advice, or to take appropriate action in relation to suspected unlawful activity or serious misconduct, including investigating any such alleged activity.

5.4. If we disclose your personal information to organisations outside of WGC, (for example, where we employ data processors to process personal information on our behalf), we require, where practicable, that such organisations comply with the requirements under this Privacy Policy and the Australian Privacy Principles. We also require that such organisations have adequate technical measures in place to protect personal information against unauthorised use, loss and theft.

## **6. Security of your personal information**

6.1. WYONG GOLF CLUB LTD is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

6.2 The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

6.3 We have put in place measures for dealing with any personal information breach that we suspect and will inform you and any relevant regulator of a breach where we are required to do so, in accordance with law.

## **7. Access and correcting your personal information**

7.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). If you would like a copy of the information which we hold about you, please email us at [reception@wyonggolfclub.com.au](mailto:reception@wyonggolfclub.com.au).

7.2 If you believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [reception@wyonggolfclub.com.au](mailto:reception@wyonggolfclub.com.au).

7.3. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act or any other applicable law.

## **8. Complaints about privacy**

8.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to [reception@wyonggolfclub.com.au](mailto:reception@wyonggolfclub.com.au). We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **9. Changes to Privacy Policy**

9.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy

## **10. Third party sites**

10.1 Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that WYONG GOLF CLUB LTD is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

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<sup>1</sup> A copy of the Australian Privacy Principles can be accessed via this link:  
<https://www.oaic.gov.au/privacy/australian-privacy-principles>