



# Bentleigh Bowling Club



## Privacy Policy

The Bentleigh Bowling Club Incorporated is committed to keeping you informed of the Club's privacy policy and to the ongoing protection of your privacy.

This privacy policy covers the Club's handling of the personal information that we collect or hold.

Please note that if you attend at the Club, use our website and/or you complete and accept the terms and conditions of our membership application, you are **agreeing to the terms of our Club's privacy policy**.

The **personal information** that the Club collects from you includes:-

- your contact details;
- date of birth;
- gender;
- your bowling history;
- next of kin;
- medical requirements;
- information contained in feedback/survey forms and incident reports; and
- information obtained automatically when you access the Club's website.

**The Club holds and uses the personal information to:**

- identify you and process your membership application/renewal or admit you to our premises;
- comply with statutory requirements and other legislation which applies to the Club;
- contact you or your doctor or your next of kin;
- respond to your requests, queries, complaints;
- analyse website usage.

**If you do not provide us with certain information**, we may be unable to accept an application for membership or provide you with access to our Club and its facilities.

**How we use your information**

The Club will only use your personal information:-

- for the purpose for which you have provided it;
- for other uses permitted under the *Privacy Act*;
- to provide you with newsletters, annual reports, notices for meetings and the like; and
- for uses for which you have given your consent (which may be express or implied).

### **How we hold/store your information**

Your personal information is held securely in our computer system. Where your personal information is held in hard copy format, this information is held securely at our premises. If we no longer require your personal information, we will generally destroy it.

The Club 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.

### **CCTV Security**

In the interests of security and safety, some parts of our premises are under video surveillance which monitors member's and guest's activities. Details of suspected or actual illegal and/or suspicious activities may be shared with other organisations such as Victoria Police and regulatory authorities

### **Updating your personal information**

The Club relies on the information you provide to us to be accurate and current. If you believe the personal information we hold about you is incorrect, please advise us in writing. We will take reasonable steps to correct Club records appropriately and within a reasonable time frame.

### **Changes to this privacy policy**

The Club may amend this privacy policy from time to time by posting the amended version in the Club or on our website. We suggest that you visit our website regularly to keep up to date with any changes.

### **Complaints**

If you wish to make a complaint about the Club's use of your personal information, please put your complaint in writing, providing as much detail as possible, and forward it by letter or email to the Club secretary.

A representative of the Club will investigate the complaint and will provide you with a written response within a reasonable time following the completion of the investigation.

Club secretary's email: [bentleighbowling@bigpond.com](mailto:bentleighbowling@bigpond.com)