



Byron Bay Golf Club

AUSTRALIA

Byron Bay Golf Club Ltd Privacy Policy

BBGC Information Sheet

Byron Bay Golf Club Ltd ("BBGC") has a strong commitment to privacy and the safeguarding of the personal information it collects. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

This policy has been drafted having regard to our obligations under the Privacy Act 1988 (Cth). This Privacy Policy has also been developed to adhere to the Australian Privacy Principles (APPs). If you have comments or questions about our Privacy Policy, please contact the BBGC administration team.

We collect personal information during the course of conducting our business for the primary purpose of providing you with a high level of customer service. We may also use this information to inform you of other related services which may be available. This information may include business contact details. We will tell you why we are collecting personal information and how we plan to use it, or these things will be obvious when we collect the information. Accuracy of information is important to use and changes or corrections to information held will be welcomed at any time.

BBGC collects personal information primarily to comply with obligations to provide services to members and customers of BBGC. BBGC also collects and uses personal information for secondary purposes including:

- i. Billing and account management;
- ii. Business planning and product development; and
- iii. To provide individuals with information about BBGC

The information we collect about you depends on which products and services of ours you subscribe to. It may include:

- Your name, date of birth, contact details including your physical address, email address and telephone number;
- Your membership details;
- Your golf handicap
- Information to verify your identity such as your driver's licence number (or other approved government ID)
- Information relating to your credit worthiness;
- Your bank account and credit card details;
- Your payment history with us and account details;
- Your contracts with us and services we have provided to you;
- Any additional information relating to you that you provide to us directly;
- Your employment-related information if you apply for a position with us; and
- Information you provide to us through customer surveys.

All email communication is sent in accordance with the Australian Spam Act 2003 and the Spam (Consequential Amendments) Act 2003.

We have put into place appropriate physical and electronic systems, procedures and training to safeguard and secure any information that we may collect. All reasonable steps are taken to protect the security of the personal information held from misuse, loss or unauthorised use or disclosure, be it stored in electronic or had copy form.

If you have provided personal information for the purpose of receiving updates from BBGC via email, you can decide at any time that you no longer wish to receive any such information. It may take up to 3 weeks for your request to become effective. If you do not want to receive emails from BBGC, please notify our office.

This entitlement to 'opt out' of receiving information extends beyond email correspondence. On a regular basis, we give our customers the option to decide whether or not they wish to have their names removed from lists used for mail, telephone and online marketing.

Please note, however, that if you are a member that there is some information that we are legally obliged to provide to you.

In some cases, we have entered into service contracts with other companies, and may need to disclose your personal information to those companies. Examples of this include companies associated with providing golfing software facilities. We provide these bodies only with such information about you as they need to perform their services. We expect the companies we select as our business partners to honour our privacy principles in the handling of customer information.

We may also disclose your information:

- To your authorised representative or advisers, or when you ask us to do so;
- To credit-reporting bodies and fraud-checking agencies, and to credit providers for credit related purposes such as credit-worthiness, credit rating, credit provision and financing;
- To our third-party service providers;
- To any organisations as required or authorised by law
- To law enforcement and national security agencies; or
- To other government and regulatory authorities as required or authorised by law

BBGC does not require or collect information about a person that is considered sensitive under the Privacy Amendment (Private Sector) Act 2000 (Cth). Such information includes a person's political, social or religious beliefs or affiliations; race, ethnic origin or national origins; sexual preferences or practices; health or medical information; character or reputation. BBGC does not disclose any personal information collected in Australia to any person overseas. You have the right to gain access to and correct your information at any time. Access to personal information can be arranged by contacting the Privacy Officer.

All complaints under this policy will be treated seriously and dealt with promptly in a confidential manner. We will endeavour to respond to any letter of complaint under this Policy within 14 days of receipt by us. If you are not satisfied with our response please feel free to let us know, or you may wish to contact the Australian Information Commissioner (<https://www.oaic.gov.au/>). Complaints under this policy are those that relate to collection of personal information or how it is collected, stored, used or disclosed. Complaints concerning the privacy practices or about how personal information is managed may be forwarded to the Board delegate.