



MONA VALE
GOLF CLUB

Privacy Policy

This Policy was last reviewed and updated on: **16/11/23**

Privacy Policy

Mona Vale Golf Club values and respects the privacy of the people we deal with. Mona Vale Golf Club is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) and other applicable privacy laws and regulations.

This Privacy Policy describes how Mona Vale Golf Club collects, holds, uses and discloses your personal information, and how we maintain the quality and security of your personal information in our Club and online.

“Personal information” refers to any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- your name, contact details (email address, telephone number and residential address), occupation, payment details (such as a credit card number), date of birth, driver’s licence or other form of identification, photograph, golf handicap, competition results, feedback and complaints, information about the time you spend at the Club, persons you contacted while at the Club and incidents at the Club for the management of the Club and safety of our members, emergency contact information (and next of kin);
- when you use our Website – device and browsing information from session cookies may be tracked.

If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

Consent

By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with and for the purposes specified in this Privacy Policy. You are not required to provide personal information to us. However, if you do not provide us with all the information we request, the services we provide to you may be affected.

How and why we collect your personal information?

We may collect personal information:

- Directly from you when you provide it to us or when you communicate with us. This may be done when establishing a membership with us, arranging bookings, participating in services or events and communicating with you about services or products you may be interested in. For example, when you, apply to become a member, complete forms or provide information to us by telephone, email or via our Website.

- When you register your details and sign in via a registration terminal when entering our premises, which complies with our legal obligations, including under the Corporations Act 2001 (Cth) (Corporations Act) and the Registered Clubs Act 1976 (NSW) (Registered Clubs Act).
- When you apply for a contract or a job with us.

For children aged under 18 years old, we may collect their personal information from a grandparent, parent or legal guardian.

In some circumstances, we may also collect information from third parties. This will occur for example when we receive references from members nominating a candidate to become a member, or provide an opinion about a prospective member's candidacy and where we receive personal information about the prospective member's family; or for guests that attend our premises through their connection to one of our members, or where information is sought or provided by another registered club. We also operate CCTV cameras on our premises for the safety of our members. These CCTV cameras are operated and hosted internally by the Club.

Online Activity

The Mona Vale Golf Club website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website before, so we can distinguish you from other users of the website. This improves your experience and the Mona Vale Golf Club website.

We do not use cookies to identify you, just to improve your experience on our website. If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.

Direct Marketing

We may send you direct marketing communications and information about our services, opportunities, or events that we consider may be of interest to you if you have requested or consented to receive such communications. These communications may be sent in various forms, including mail, SMS, and email, in accordance with applicable marketing laws, such as the Australian Spam Act 2003 (Cth). You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

You may opt-out of receiving marketing communications from us at any time by informing us you wish to unsubscribe via return of original message sent. Alternatively, you can following the 'unsubscribe' link at the bottom of our marketing emails or via prompts in any other direct marketing material. If you are unable to find a solution via any of the previously mentioned options, please contact us through the 'contact us' page of our website.

Is your personal information disclosed overseas?

We may disclose your personal information to recipients located overseas where it is necessary for you to take advantage of the benefits offered by reciprocal clubs and other clubs with which we have a special relationship (such as when the Club sends a letter of introduction to an overseas club), or when we use an overseas provider to store employee information. It is not practicable to identify the countries in which recipients are likely to be located.

How is your personal information stored?

Mona Vale Golf Club stores your personal information on our servers, which includes an internal membership system with a Website interface (which is externally hosted with a web provider). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

Our precautions include:

- Restricting access to personal information stored on the Club's system;
- Imposing confidentiality requirements on our employees;
- Requiring that our contractors and agents take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure;
- Implementing electronic security systems, such as firewalls and data encryption on our website;
- Ensuring that servers containing our financial information have security measures such as password protection; and
- Providing only controlled access at our offices.

The Club takes such steps as are reasonable in the circumstances to delete or de-identify personal information that is no longer needed.

LINKS TO OTHER WEB SITES The Club's web site may contain links to other web sites. We are not responsible for the privacy practices of linked web sites and so linked web sites are not subject to our privacy policies and procedures.

Inquiries and Complaints

For complaints about how Mona Vale Golf Club handles, processes or manages your personal information, please contact our Club via the 'Contact us' form on our website or call our Club on 9999-4266. Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 5 business days for Mona Vale Golf Club to respond to your complaint.

Contact Us

If you have a question or concern in relation to our handling of your personal information or this

Policy, you can contact us for assistance as follows:

Email - reception@mvgc.com.au

Phone Number - 02 9999 4266

Mail:

Attention: General Manager
Mona Vale Golf Club
3 Golf ave
Mona Vale
2103, NSW, Australia