

PRIVACY POLICY - Ainslie Football & Social Club Group Incorporating Gungahlin Lakes Golf & Community Club and The Canberra City Bowling Club.

The Ainslie Football & Social Club Group is subject to the provisions of the Privacy Act 1988. The Act contains 10 National Privacy Principles that set standards for the handling of personal information. The Clubs have a commitment to privacy and the safeguarding of member, visitor and staffs personal information.

DISCLOSURE AND USE OF PERSONAL INFORMATION

Much of information that we gather from you is required by law and as such, you must provide this information for your membership to be considered. Other information collected during the course of dealing with you, such as when you place your membership card in a gaming machine or other Club machine (not ATM's) that may provide benefit to you, will generally not be disclosed to any individual or organisation unless;

- We are required to do so by law
- If we reasonably believe that there is a threat to an individual's life, health or safety or public health and safety.
- If the Club has reason to suspect that unlawful activity has been, is being or may be engaged in, personal information may be disclosed as a necessary part of any investigation and reporting to relevant person or authorities.
- We have your expressed permission

Members should also be aware that information concerning matters such as a member's accounts and any information generated from the members activity (e.g. in using the membership card) will remain under secure AFC control at all times and can only be accessed by the following senior management: the General Manager, the Assistant Manager, and the Marketing Manager.

Generally, we will only use and disclose your personal information as follows;

- To establish and maintain your membership of the Ainslie Football & Social Club Group, including the legislative requirement of displaying your name in the Club premises prior to consideration of your membership application.
- To provide you with information you have requested
- To answer your inquiry
- For Direct Marketing purposes such as keeping you informed of new developments we believe may interest you.
- To inform you of entry into Club promotions or competitions.
- To inform you, if you have won a prize.
- To third parties where the Club has contracted their services to assist in meeting the objectives set out in point four. These third parties are contracted under strict confidentiality clauses and as such will protect your information.
- To enable the Ainslie Football & Social Club Group to develop or market other products or services they feel could assist in improving the services they provide their members.

If you do not wish to receive information about services and promotions please contact the Club's Privacy Officer and they will remove your name from mailing lists.

ACCESS TO YOUR INFORMATION

You can access the personal information that the Ainslie Football & Social Club Group holds about you by contacting the Club's Privacy Officer as set out below. We will provide you with access unless we are legally authorised to refuse your request. The Club will not charge a fee to access your personal information.

CLOSED CIRCUIT TELEVISION (CCTV)

In the interests of security and safety, and the comfort of members and guests, the Clubs operate video cameras within the premises and may collect personal information in the course of investigating complaints or pursuing disciplinary proceedings.

WEBSITE

Users can generally visit the Ainslie Football & Social Club website without revealing who they are or other personal information. The Club will not collect any personal information about visitors to the website except when they knowingly provide it. The Internet is not a secure method of transmitting information, accordingly, the Club cannot accept responsibility for the security of information you send to or receive from us over the Internet or any unauthorised access or use of that information.

SELF-EXCLUSION PROGRAM

The Ainslie Football & Social Club Group supports the responsible provision of gaming facilities. As such the Club has developed a Self-exclusion Program excluding members with gambling problems from the gaming area. To assist in the execution of this program it is necessary to provide the details including a current photo of the excluded member. This information must be made available to gaming staff to identify excluded members who may be in the gaming area. This information is stored in a secure area, only accessible by staff and only after approval by the excluded member. All gaming staff have been trained in responsible gaming practices and are aware of the confidentiality and privacy rights of self-excluded members.

SECURITY

The Club will take reasonable steps to keep secure any personal information which we hold. All information is stored in secure servers and files.

PRIVACY OFFICER

The Club's privacy officer can be contacted during normal business hours on 6248 8422 or by e-mailing privacy@ainsliefc.com

For the Information of Members and their Invited Guests

If you have a problem with gambling please call lifeline on 6247 0655 or 131 114

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For the information of members & guests

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If you have any comments or suggestions please e-mail the webmaster
(webmaster@ainsliefc.com)