BYRON BAY SERVICES CLUB

Byron Bay Services Club (the *Club*) is committed to protecting your privacy. This policy explains how we collect, use, store and disclose personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**.

What information we collect

We may collect personal information including your name, contact details, date of birth, identification documents, membership details, photographs, gaming or visitation records, CCTV footage, transaction information, and (for staff) employment-related information.

How we collect information

Personal information may be collected when you:

- Apply for membership or enter the Club as a visitor
- Use Club facilities, gaming or loyalty services
- Make enquiries, bookings or complaints
- Participate in promotions or events
- Are captured on CCTV while on Club premises
- Apply for employment or work with the Club

Where practical, we collect information directly from you.

Why we collect information

We collect personal information to:

- Manage membership, visitors and Club services
- Provide food, beverage, gaming and entertainment facilities
- Ensure safety, security and regulatory compliance
- Meet legal obligations (including gaming, AML/CTF, liquor and workplace laws)
- Communicate with members and guests
- Improve our services and customer experience

We only use personal information for its intended purpose or where otherwise permitted or required by law.

Disclosure of information

We may disclose personal information to:

- Government agencies and regulators (including AUSTRAC, Liquor & Gaming NSW and NSW Police)
- Professional advisers such as auditors, lawyers and insurers
- IT, gaming, payment and loyalty service providers

We do not sell personal information.

Storage and security

We take reasonable steps to protect personal information from misuse, loss or unauthorised access. Information is stored securely and only retained for as long as required for legal or operational purposes.

CCTV

CCTV operates on Club premises for safety, security and compliance purposes. Footage may be accessed by authorised personnel and provided to law enforcement or regulators where lawful.

Access, correction and complaints

You may request access to, or correction of, your personal information by contacting the Club. Privacy complaints will be handled promptly and fairly.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

Contact us

Privacy enquiries can be directed to:

The General Manager
Byron Bay Services Club
darrenschipp@byronbayservicesclub.com.au
02 66856878