

# PRIVACY POLICY

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## Purpose

At Collins Club, (**Collins Club**, or **our, us** or **we**), we recognise the importance of privacy and understand your concerns about the security of the personal information you provide to us.

We comply with the Australian Privacy Principles (**APPs**) as set out in the *Privacy Act 1988* (Cth), (**Privacy Act**), which details how personal information may be collected, used, disclosed, stored and destroyed, and how an individual may gain access to or make complaints about the personal information held about them.

## Scope

This Privacy Policy describes how Collins Club collects and processes your personal information. By submitting your personal information to Collins Club, you acknowledge that you have read and understood, and agree to the use of your personal information in accordance with this Policy.

We reserve the right to revise this Policy or any part of it from time to time. Please review the Policy periodically for changes.

## Definitions

**Personal Information** - means information and/or an opinion (including information or opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual who is identifiable, whose identity is apparent, or whose identity can reasonably be ascertained, from the information or opinion.

**Sensitive Information** – a sub-set of personal information, includes information or an opinion about (for example) an individual's racial or ethnic origin, political opinions, political association membership, religious beliefs or affiliations, philosophical beliefs, professional or trade association membership, trade union membership, sexual orientation or practices or criminal record, and includes health information and genetic information.

## What personal information we collect and hold

Collins Club will only collect personal information by lawful and fair means, in accordance with the Privacy Act.

Collins Club only collects personal information for purposes which are reasonably necessary for, or directly related to our business functions, the provision of our goods and services, and other activities as permitted under the Privacy Act. This includes:

- When you participate in any of our events and activities;
- When you contact us asking for information on our events or goods and services;
- When you ask to be on an e-mail or mailing list relating to our events, business, goods and services; and
- When you engage us for the purchase of our goods and services, and for activities related to that transaction.

The kinds of personal information that we commonly collect and hold from you or about you include your name, ACN/ ABN (for companies), designation, address, phone number, email address and place of business etc.

When you browse our website, or contact us electronically, we also automatically collect your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Generally, we do not collect sensitive or health information. However, we may collect sensitive information from you or about you where there is a legal requirement to do so, or where we are otherwise permitted by law (for example, where we have received your consent).

You have the option of not identifying yourself or of using a pseudonym when dealing with us, unless the use of your true identity is a legal requirement or necessary to complete the enquiry or transaction.

### **How we collect personal information**

We aim to collect personal information only directly from you unless it is unreasonable or impracticable for us to do so. For example, we collect personal information from you or about you from:

- registration with us for or at our events;
- correspondence, including emails, letters and telephone calls;
- application forms and contracts that you submit to us;
- interaction with us when you obtain a service; and
- your activity on our website.

In limited circumstances we may receive personal information about you from third parties (eg. associated businesses and referrers).

### **Why we collect, hold, use and disclose personal information**

We collect, hold, use and disclose personal information from you or about you where it is reasonably necessary for us to carry out our business functions and activities.

When you provide us with personal information to register an account, we imply that you consent to our collecting it and using it in accordance with this Policy.

If we do not collect, hold, use or disclose your personal information, or if you choose not to provide certain personal information to us or do not consent to our collection, holding, use or disclosure of your personal information, we may not be able to provide you with the goods or services you have requested us to provide. On our website, you may not be able to access certain parts or the full functionality of our website.

We also collect, hold, use and disclose your personal information for related purposes that you would reasonably expect, such as our administrative and accounting functions, fraud checks, payment gateways, providing you with information about other goods and services offered by us, marketing and promotions, market research, warranty work, statistical collation, and website traffic analysis.

Where we wish to use or disclose your personal information for other purposes, we will obtain your consent.

We may also collect, hold, use and disclose your personal information in circumstances that are required or permitted by law, where that is necessary for us to comply with our legal obligations.

### **How we hold and store personal information**

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered, or destroyed. The measures we take include:

- storing personal information held on paper in locked offices in secure premises;
- protecting personal information electronically. Although no method of transmission over the Internet or electronic storage is 100% secure, we implement generally accepted industry standards; and

- where we disclose personal information to third parties, our contractual arrangements with those third parties contains specific privacy requirements.

### **How we use personal information**

We generally use your personal information for the purposes described in this Policy, and for related purposes.

If you have agreed or asked, we may also use your personal information to keep you up to date with information about our events, business, new goods and services, and other company updates. If you do not want us to use your personal information in this way or send you any further information, you can always let us know by contacting us through the contact details given below.

Collins Club may disclose and transfer your personal information to IT providers, subcontractors and other third-party service providers that assist with the operation of the website, or with the delivery of goods, provision of services, or the performance of associated activities.

We may disclose your personal information to law enforcement authorities or other government officials, only when permitted or required by law or by legal process (eg. when necessary to prevent physical harm or financial loss, or in connection with an investigation of suspected or actual fraud or illegal activity).

### **Destruction and De – identification**

Collins Club takes steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuse. The measures taken to protect personal information include password protection for accessing our electronic information, paper files being in locked cabinets, access restrictions and conducting staff training on how to protect personal information we hold.

We will retain your personal information while it is required for any of our business functions or for any other lawful purpose. When the personal information that we collect is no longer required, we use secure methods to destroy or permanently de-identify your personal information.

### **The use of cookies**

When you browse our website, contact us electronically, or engage with us on social media, we may also record geographical tagging, cookies, your IP address and statistical data from your activity. We may use your personal information to customise and improve your user experience on our website and other social media platforms. By using our website, you agree that we can record this information from your device and access them when you visit the website in the future.

If you want to delete any cookies that are already on your computer, please refer to the help and support area on your internet browser for instructions on how to locate the file or directory that stores cookies. Please note that by deleting cookies or disabling future cookies you may not be able to access certain areas or features of our website or experience the full functionality of our website.

Our website may also contain links to other websites of interest. However, once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any personal information which you provide whilst visiting such sites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Data quality Request for access and correction**

We have procedures in place for dealing with and responding to requests for access to, and correction of, the personal information held about you.

When you request access to the personal information we hold about you, or request that we change that personal information, we will allow access or make the changes unless we consider that there is a

sound reason under the Privacy Act or other relevant law to withhold the information and/or not make the changes.

In most cases, we expect that we will be able to comply with your request. However, if we do not agree to provide you access or to correct the information as requested, we will give you written reasons why. For further information, please contact us.

Collins Club will provide you with written notice if we refuse to correct the personal information as requested by you. The written notice will set out:

- the reason for refusal (unless this would be unreasonable);
- the mechanisms available to complain about the refusal; and
- any other matter prescribed by regulation.

Collins Club will respond to a correction request within a reasonable period. We will not charge for making the request, for correcting the information, or for associating any statement with the personal information.

To assist us to keep our records up-to-date, please notify us of any changes to your personal information.

### **Data breaches**

If we suspect that a data breach has occurred, we will undertake an assessment into the circumstances of the suspected breach within 30 days after the suspected breach has occurred. Where it is ascertained that a breach has actually occurred and where required by law, we will notify the Privacy Commissioner and affected individuals as soon as practicable after becoming aware that a data breach has occurred.

### **Complaints and concerns**

We have procedures in place for dealing with complaints and concerns about our practices in relation to the Privacy Acts and the APPs. We will respond to your complaint in accordance with the relevant provisions of the APPs. For further information, please contact us.

### **Contact**

If you would like to access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information about our Privacy Policy contact us at:

Collins Club  
Privacy Officer: Michelle Coleman  
E-mail: [collinsclubprivacy@gmail.com](mailto:collinsclubprivacy@gmail.com)

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