



ABN 35 000 050 402
44 Lower Bligh Street
Northbridge NSW 2063

PRIVACY POLICY

July 2021

Northbridge Tennis Club Limited (NTC), despite being a small not for profit organisation, has opted in to the provisions of the Privacy Act 1988, which requires organisations bound by the Australian Privacy Principles (APP) to have a privacy policy.

NTC undertakes to comply with the Australian Privacy Principles and is strongly committed to protecting your privacy when you interact with us as a member, guest, or visitor.

Collection of Personal Information

PERSONAL INFORMATION THAT IS REQUIRED

For non-member court hirers, we collect name and contact details only, in order to communicate with you about your court bookings and any changes in Terms and Conditions.

As a not-for-profit club, we are required to collect basic information about our members necessary for the functions and activities we carry out. This information includes (but is not limited to) name, address, date of birth, and contact details.

The purpose for which your personal information is collected and held is primarily to communicate with you and incidentally for compliance with legislation and NTC policies.

SENSITIVE INFORMATION

NTC does not collect any sensitive personal information that is not required by law.

For the sake of clarity, we confirm that NTC does not collect, or have any access to, details of credit cards used to pay for online bookings. All payment details and processing are handled by the underlying Stripe system. Stripe commits to complying with the Payment Card Industry Data Security Standard (PCI-DSS) and using industry standard security. Stripe may use your Payment Information in accordance with their own Privacy Policy here: <https://stripe.com/us/privacy>.

HOW WE COLLECT PERSONAL INFORMATION

Non-member court hirers name and contact information is collected via your registration in the online booking system.

NTC may collect member personal information from you by way of:

- application for membership
- membership renewals
- court bookings
- surveys or questionnaires
- competitions

When using our website to make an enquiry, your name and email address are required to enable us to answer your query.

HOW WE HOLD YOUR PERSONAL INFORMATION

Non-member court hirer name and contact information is kept within the secure online booking system.

For members, when you become a member or when you update your membership details, this information is held in a safe and secure membership database. This information is not shared with any organisations outside the club, unless for reasons of affiliation with Tennis Australia or Tennis NSW, public liability insurers, database maintenance or software development. This will be done under strict agreements with the third parties concerned. It is shared with other members for the social benefit of NTC members under instruction that it is not to be used for any purposes outside NTC activities.

PURPOSE FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

Your personal information is used for the following purposes:

- Communicating with non-member court hirers relating to their bookings or to advise changes to Terms and Conditions etc.
- Sending various communications to member, including notice of general member meetings
- When booking a tennis court
- To provide access to the Members Area of the website
- If the information is required by law

NTC will not disclose your personal information to any other organisation unless there is a legal requirement to do so. We may disclose your personal information to relevant authorities if we have reason to believe there is a threat to an individual's life, health or safety or to public health or safety. Your personal information may also be disclosed as a necessary part of any investigation of unlawful conduct or activity.

ACCESS TO YOUR PERSONAL INFORMATION

Individuals have a right to:

- request access to their personal information
- request corrections to their personal information

Requests for access need to be in writing and directed to the Secretary. Contact details are listed at the end of this document.

PERSONAL INFORMATION SECURITY

NTC is committed to keeping your personal information secure and we take all reasonable precautions to protect your personal information from unauthorised access, loss, release, misuse or alteration.

Your personal information is stored as hard copy documents and electronically on the club software or systems.

NTC uses computer and network security technologies such as firewalls, antivirus software, external email filtering and passwords to control and restrict access to authorised directors, or authorized sub-committee members for approved purposes and to secure personal information from unauthorised access, modification, disclosure, misuse and loss.

Whilst NTC takes all reasonable steps to secure your personal information from loss, misuse and unauthorised access, you acknowledge that all activities in which you intentionally or unintentionally supply information carries an inherent risk of loss of, misuse of, or unauthorised access to such information.

Surveillance

In the interests of security and safety for our members and visitors, NTC has installed a network of CCTV cameras. The cameras are not intrusive and are carefully managed and supervised.

There is adequate signage around the club reminding members and guests that the venue is under constant surveillance. Limited live access can be made available for monitoring court conditions. Access to historical footage is only available to directors when warranted.

Relevant footage may be provided to law enforcement agencies upon specific requests and is subject to a procedure where the request is identified, recorded and subject to a release form.

Surveillance footage is kept for a maximum of 30 days, after which time it is automatically recorded over.

Dealing with Complaints and Compliments

NTC welcomes feedback, both positive and negative. All complaints will be taken seriously and dealt with promptly after appropriate internal investigations.

On any issues of privacy, feedback, complaints or for a hard copy of our Privacy Policy, you can contact the Club as follows:

By email: northbridgetennis@hotmail.com

By mail: The Secretary, Northbridge Tennis Club Ltd, 44 Lower Bligh Street, Northbridge NSW 2067

If you believe the club has not adequately dealt with your complaint in relation to privacy, you may complain to the Privacy Commissioner whose contact details are as follows:

- Officer of the Australian Information Commissioner (OAIC)
- Phone: 1300 363 992
- Email: enquiries@oaic.gov.au
- GPO Box 5218 Sydney NSW 2001