

## Privacy Policy

Port Kembla Ski Club (**PKSC**) values and respects the privacy of the people we deal with. PKSC is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (**Privacy Act**) and other applicable privacy laws and regulations.

This Privacy Policy (**Policy**) describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

### What is personal information?

“Personal information” means 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:

- name;
- mailing or street address;
- date of birth;
- email address;
- phone number;
- payment information (such as credit card or bank details);
- financial and transaction details associated with bookings;
- family details (such as name, number and age of children, and any other family information that you choose to provide to us);
- other information that you tell us (for example your gender);
- sensitive information, such as dietary or allergy information, where you choose to provide it to us, or health information where there has been a safety incident at the Lodge.

If you apply for a position with us as an employee, volunteer or contractor, we may also collect:

- criminal background, working with children and credit checks, insolvency or bankruptcy information (including as collected in the context of pre-employment screening/checks);
- CVs, references, application forms, details of education, job history and experience, areas of expertise, qualifications, licences to operate, interview notes, bank details, contracts of engagement and offer letters; and
- where you are a contractor, such other information as is specifically set out in your contract.

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.

You do not have to provide us with your personal information. However, if you choose not to provide us with your personal information, we may not be able to provide you with our services or otherwise interact with you.

### How do we collect your personal information?

We collect your personal information directly from you when you:

- interact with us over the phone;
- interact with us in person;
- interact with us online;
- subscribe to our mailing list; or
- apply for a position with us as an employee, contractor or volunteer.

## How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- provide you with information or services that you request from us;
- improve the quality of the services we offer;
- internal administrative purposes; and
- marketing purposes.

## Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- our third party service providers;
- our marketing providers; or
- our professional services advisors.

## How do we protect your personal information?

PKSC will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases / records;
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you; and
- having technological measures in place (for example, anti-virus software, fire walls).

## Online activity

When you login to the PKSC website, the time, date and IP address of your server are recorded in a log for security purposes. The PKSC will not release any of your information to any external organisation or person without your permission.

The PKSC website does not post cookies on your computer or device.

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, fax 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 following the instructions to “unsubscribe” set out in the relevant communication.

## **Retention of personal information**

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

## **How to access and correct your personal information**

PKSC will endeavour to keep your personal information accurate, complete and up to date.

If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within 14 days.

## **Inquiries and complaints**

For complaints about how PKSC handles, processes or manages your personal information, please contact [secretary@illabunda.com.au](mailto:secretary@illabunda.com.au). Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 14 days for PKSC to respond to your complaint. It will not always be possible to resolve a complaint to everyone’s satisfaction. If you are not satisfied with PKSC’s response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at [www.oaic.gov.au/](http://www.oaic.gov.au/)) to lodge a complaint.

## **How to 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**

[secretary@illabunda.com.au](mailto:secretary@illabunda.com.au)