



PERSONAL INFORMATION COLLECTION NOTICE

Club Governance Code of Practice

Our identity and contact details

The Registered Clubs Association of New South Wales t/as ClubsNSW (ABN 61 724 302 100) (**ClubsNSW, we, us, our**) will collect, store and use the personal information you have provided to us pursuant to the terms of this Personal Information Collection Notice and our [Privacy Policy](#).

The Club Governance Code of Practice (the **Code**) is administered by ClubsNSW. The Code is owned by a related entity within the ClubsNSW group.

If you have any queries, concerns or other questions regarding our collection of your personal information, you can contact the ClubsNSW Privacy Officer at: privacy@clubsnsw.com.au or Level 8, 51 Drutt Street, Sydney NSW 2000, Attention: Privacy Officer.

Circumstances of collection and use of your personal information

We collect your personal information for the purpose of administering, implementing and enforcing the Code, including receiving, assessing and responding to correspondence, reports or complaints relating to alleged Code breaches and related dispute resolution processes, managing governance and compliance matters and maintaining appropriate records.

We may also use your personal information for related purposes, including:

- communicating with you (including by email, phone or other means) in connection with the Code;
- assessing and managing governance, conduct, risk and compliance issues;
- to satisfy reporting, notification or cooperation requirements to Liquor & Gaming NSW and other regulators, where required or appropriate;
- as required or permitted by any law (including the *Privacy Act 1988* (Cth) (the **Privacy Act**)); and
- for any other purpose stated in our [Privacy Policy](#).

All personal information we collect is stored in Australia.

What personal information we collect

This may include personal information about other individuals where it is reasonably necessary to assess or respond to a complaint or administer the Code.

Depending on the nature of your interaction with us, ClubsNSW may collect the following personal information:



- first name;
- surname;
- email address;
- contact number(s);
- club membership status and membership number (where applicable);
- details relating to complaints or alleged breaches of the Code, including dates, descriptions, outcomes sought and steps taken to resolve matters;
- information relating to complaints made to other agencies or legal proceedings (where provided);
- details of your correspondence or communication with us; and
- any other information you choose to provide in connection with the Code complaint.

We may also collect personal information if it is reasonably necessary for the administration of the Code, or if required or authorised by law.

Consequences if personal information is not collected

Providing us with the requested personal information is not required by law. However, if you do not provide personal information, or the information provided is incomplete or inaccurate, we may be unable to properly assess, respond to or manage the matter you have raised under the Code.

Disclosure of your personal information to third parties

We may disclose your personal information to the following organisations for the purposes described above (and as otherwise permitted or required under Australian law):

- member clubs and related entities where relevant to the administration or enforcement of the Code;
- our related entities;
- our employees, contractors and external service providers (and those of our related entities and member clubs);
- Liquor & Gaming NSW and other regulatory or oversight bodies, where required or authorised by law, or where reasonably necessary in connection with the administration or enforcement of the Code;
- as required or permitted by any law (including the Privacy Act); and
- any other organisation as covered in our [Privacy Policy](#).

Disclosure of your personal information to overseas recipients

It is unlikely that we will disclose your personal information to any recipients that are based overseas. However, to the extent that we do (for example third party cloud storage providers and other service providers), we have taken reasonable steps to ensure that any overseas recipient of your personal information complies with the Australian Privacy Principles made under the Privacy Act.

ClubsNSW Privacy Policy

Please refer to the [Privacy Policy](#) for further details regarding:

- how you may access or correct any of your personal information collected by ClubsNSW; and
- how you may lodge a complaint with ClubsNSW about how we handle your personal information and how ClubsNSW will action such a complaint.