

1. POLICY STATEMENT

- a) The Frankston RSL Sub-Branch is committed and bound to maintaining the privacy of all and any personal data in line with the Privacy Act 1988 (Cth) (Privacy Act) including the Australian Privacy Principles (APPs). This Policy explains how we collect, use, hold and disclose your personal information in accordance with the Privacy Act.
- b) Frankston RSL Sub-Branch Policies reflect governance principles, governing documents and the values of Frankston RSL Sub-Branch and are committed to respecting the privacy of all and any information in its possession.

2. TO WHOM DOES THIS POLICY APPLY?

- a) This policy applies to all members and guests that visit the Frankston RSL Sub-Branch.

3. DISTRIBUTION OF POLICY

- a) The policy is available on our website and by request.

4. POLICY PRINCIPLES AND PROCEDURES

- a) Personal information is any information about an individual who is reasonably identifiable from the information obtained. We collect personal information about members, guests, volunteers, supporters, donors, beneficiaries and members of the public.
- b) The types of personal information we may collect depends on the purpose for which we need the information and may include the following:
 - o your contact details, including your full name, street address, billing address, postal address, email address, and telephone number;
 - o your date of birth and age;
 - o your RSL membership number;
 - o proof of identity information and documentation including drivers licence, passport or birth certificate information.
- c) The Frankston RSL Sub-Branch does not disclose your personal information to any other organisation or person unless there is a legal requirement to do so.
- d) The Frankston RSL Sub-Branch may, in certain instances, disclose your information to third parties that provide services under contract to the Sub-Branch. These contracts require the third party to keep your personal information confidential and secure.
- e) By entering our venue, you consent to your image being captured, viewed and used. CCTV operate for the safety of all staff, members and guests. Safeguarding your privacy is of utmost importance to us and all images used in any process will expire and be destroyed accordingly and are not retained.
- f) It is legally mandatory for gaming venues to record and store CCTV footage for a minimum of 30 days and by entering the venue you agree to this occurring. Frankston RSL Sub-Branch may also use any images captured on CCTV as a means of ensuring banned and self-excluded patrons do not enter our venue.
- g) Circle Solutions is utilised for Visitor sign in procedure at Frankston RSL Sub-Branch, all data is maintained by Frankston RSL Sub-Branch and NO personal information is shared or used for marketing and promotional purposes. The use of this system is a **CONDITION OF ENTRY** for ALL Members, Non-Members and Guests. The system records the following information from your ID:
 - Name
 - Address
 - Date of Birth
 - Image of ID provided

5. CONTACT DETAILS

- a) You may contact Frankston RSL Sub-Branch at any time if you have any questions or concerns about this Policy or regarding the way in which your personal information has been handled by writing to:

General Manager
Frankston RSL Sub-Branch
183 Cranbourne Road, FRANKSTON VIC 3199
E: reception@frankstonrsl.com.au
T: (03) 8792 4400

- b) Complaints must be made in writing and addressed to the above. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then investigate by gathering relevant reports, documents, CCTV footage if required and speak with the individuals involved. In most cases, we will investigate and respond to a complaint within 30 days of receipt. If the matter is more complex or our investigation is taking longer than expected, we will advise accordingly.
- c) If you are not satisfied with our response to your complaint, or you consider that Frankston RSL Sub-Branch may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

6. REVISION OF POLICY

This policy will be reviewed every three years. Special reviews will be undertaken where there are substantial changes in legislative provisions.