



# Diggers Services Club

## Privacy Policy

Logan & Districts Services Club T/A Diggers Services Club is committed to the protection of the individual's right to privacy in accordance with the Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) and the Australian Privacy Principles (APPs). As evidence of this commitment, the club undertakes to adhere to the APPs as follows:

### 1. COLLECTION

The club agrees that only personal information which is necessary to carry out its function and activities will be collected.

The club receives and stores a variety of personal information including names, addresses, dates of birth, telephone numbers and e-mail addresses. The purpose of collecting this information is to enable us to fulfill our business commitments and to inform our existing and potential members, customers about our products and services.

When we collect personal information from you, we will take reasonable steps to ensure that you know:

- Who we are and how to contact us,
- You have a right of access to your personal information,
- The purpose for which the information was collected,
- Who we may disclose your personal information to,
- Any legal requirements for collecting your personal information, and
- Any consequence for you if you do not provide us with personal information.

Where possible, we will only collect personal information about you from you.

Depending upon the circumstances you may provide to the Club and the Club may collect, information such as, but not limited to:

- your name;
- your contact details;
- your social media details (e.g. blogs, twitter, Facebook, LinkedIn);
- your inquiry or complaint details; and/or
- your feedback or evaluations of the Club and the service that the Club provides

**Identification:** Where proof of identity is required for Club Membership, we may request photographic proof of your identity in the form of a State (other nationally issued) Driver's License, Australian or other nationally issued passport or an Australian state issued Proof of Age or identity card.

Where you provide information to the Club in relation to a job application, the personal information you provide will only be collected, held, used and disclosed for the purposes of considering your potential employment with the Club.

Where you provide the details of referees, you confirm that you have informed the referees that you are providing their contact information to the Club and they have consented to the Club contacting them and discussing the personal information you have provided in relation to the job application.

### 2. USE AND DISCLOSURE

We will not use or disclose or permit the use or disclosure of any personal information unless one or more of the following apply:

- You have provided consent,
- You would expect the information to be disclosed,
- It is in accordance with this Privacy Policy,

- We believe that use or disclosure is necessary where we suspect fraud or unlawful activity has been, is being or may be engaged in,
- The use or disclosure is required or authorised by law,
- We believe the use or disclosure is necessary for the operation, development or administration of the Club or services provided by the Club,
- We believe that the use or disclosure is necessary to assist a law enforcement body or national security body in the performances of its function, or the use or disclosure relates to the preparation for, conduct of or orders arising out of legal proceedings of a court to tribunal, or
- We reasonably believe it is necessary to prevent any serious and imminent threat to any person's life, health, or safety or the public's health or safety.

### 3. DATA QUALITY

We will make reasonable efforts to ensure that information we have about you is accurate when it is collected and that this information is complete and kept up to date and the time it is used or disclosed.

### 4. DATA SECURITY

We agree to make reasonable efforts to ensure that information we collect and keep about you is kept secure at all times.

We will monitor and adopt, as appropriate, new technological developments that are designed to aid in ensuring the security of customer information.

We will limit access to customer information to those of our employees who need it to carry out our business functions. We educate our employees about our policies and practices in regard to:

- Safeguarding personal information,
- Preventing its unauthorised access, use or disclosure, and
- Ensuring its proper handling.

We will use all reasonable endeavors to ensure that you only provide personal information in a secure environment, and when the information is no longer needed it will be destroyed or permanently de-identified. We will also take care to ensure that any personal information provided by you will be reasonably protected from misuse, loss, unauthorised access, modification or disclosure and will be maintained by us in an accurate, complete and up to date manner.

### 5. OPENNESS

We promise to be honest and open with you about the actual use of information that is collected about you and the type of personal information about you that we keep. You may enquire about the type or personal information held by contacting our Privacy Officer on (07) 3208 8122 or at [hrm@diggerservicesclub.com.au](mailto:hrm@diggerservicesclub.com.au).

This policy is publicly available to anyone upon request.

### 6. ACCESS AND COLLECTION

Upon verification of your identity, we will allow you to access the information we keep about you to determine what that information is and to correct that information if it is found to be incorrect.

If at any time you wish to change personal information that is incorrect



# Diggers Services Club

## Privacy Policy Continued

or wish to have your personal information deleted, please contact us on (07) 3208 8122 or email us at [hrr@diggerservicesclub.com.au](mailto:hrr@diggerservicesclub.com.au). Unless personal information is required for administration or legal reasons, we will take all reasonable steps to respond to such requests within 14 days and meet such requests within 28 days. We may charge the following fees for providing access:

- \$10 per hour or part thereof plus GST for time spent in providing access, and
- \$1 plus GST for each page printed or reproduced.

### 7. IDENTIFIERS

The Club cannot adopt, or disclose an identifier, which has been assigned to that individual by a Commonwealth Government Agency.

### 8. ANONYMITY AND PSEUDONYM

Wherever it is lawful and practicable, we will endeavor to provide you with the option of not identifying yourself or not providing personal information when entering transactions with us. Furthermore you may use a pseudonym if it is both practical and lawful. However, failure to provide full and complete information may result in a limited ability on our part, to offer or deliver complete services to you. Usually, you will only be able to remain completely anonymous if you purchase a product with cash, suspect to governing legislation.

### 9. TRANSBORDER DATA FLOWS

We agree to ensure that personal information you give to us that is transferred outside Australia will remain subject to the protection given by our Privacy Policy.

We will not, without your consent, transfer personal information to a foreign country unless:

- (a) we reasonably believe that the recipient is subject to a law, binding scheme or contract or we have taken reasonable steps to ensure that the recipient is subject to a contract which effectively upholds principles for the fair handling of personal information that are substantially similar to the Australian Privacy Principles, or
- (b) you consent to the transfer, or
- (c) the transfer is necessary:
  - (i) for the performance of services requested by you, or
  - (ii) for the purpose of fulfilling our business commitments to you, or
  - (iii) to implement pre-contractual measures taken in response to our request by you, or
- (d) the transfer is necessary for the conclusion or performances of a contract concluded in your interest, between the Club and a third party, or
- (e) all of the following apply:
  - (i) the transfer is for benefit, and
  - (ii) it is impracticable to obtain your consent to the transfer, and
  - (iii) if it were practicable you would be likely to consent to the transfer,
- (f) We have taken reasonable steps to ensure that the information we have transferred will not be held, used or disclosed by the recipient of the information inconsistently with the Australian Privacy Principles.

### 10. SENSITIVE INFORMATION

We promise that information that is likely to be considered too personal for public disclosure will not be collected. For example, information relating to your sexual orientation, religious or philosophical belief, political opinion or the state of your health will not be intentionally collected by us.

We may collect this type of sensitive information if:

- (g) you consent, or
- (h) the collection is required or specifically authorised by law, or
- (i) the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the subject of the information is physically or legally incapable of giving consent, or
- (j) The collection is necessary for the establishment, exercise or defense of a legal claim.

### 11. DIRECT MARKETING

You consent to our use and disclosure of your personal information for the purposes of direct marketing which may include providing you with information about events, products and services.

When a person joins Diggers Services Club as a member they will initially receive an e-mail or SMS regarding events, specials etc. If a member no longer wishes to receive direct marketing in this form they have the option to unsubscribe or opt out.

**Unsubscribing and opting out:** If you no longer wish to receive direct marketing or other communications, you may request at any time to cancel your consent to such communications by e-mailing [marketing@diggerservicesclub.com.au](mailto:marketing@diggerservicesclub.com.au)

### 12. MEMBERSHIP LOYALTY PROGRAM

Diggers Services Club has introduced a Members Loyalty Program. As part of the program, if you want to collect reward points and receive discounts you can present your card for swiping by our staff. When your card is swiped, we will collect information about the transaction. We will use this information to tell you about our products and services and to offer you rewards for your loyalty to Diggers Service Club.

### 13. COMPLAINTS RESOLUTION

We are committed to providing you with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that in receiving your complaint we are provided with a valuable opportunity to improve the services we deliver to you and maintain your confidence in us and our services.

If at any time you wish to lodge a complaint in respect of the handling, use or disclosure of your personal information by us, you may notify us of your complaint by phoning our Privacy Officer on (07) 3208 8122 or at [hrr@diggerservicesclub.com.au](mailto:hrr@diggerservicesclub.com.au) or writing to us at PO Box 528, Logan Central, Qld 4114 marked attention of the Privacy Officer.

Further information on your rights can be found on the Office of the Australian Information Commissioner's website [www.oaic.gov.au](http://www.oaic.gov.au)