

Clayton RSL Sub-Branch Inc.



163 Carinish Road. Clayton 3168

Email: manager@claytonrsl.com.au

RSL SUB-BRANCH FACT SHEET

PRIVACY POLICY

Information for Social and Community Members and RSL Rewards

This Policy Statement covers all aspects of Social and Community Membership and the RSL Rewards Program at the RSL Sub-branch.

RSL Sub-branch is committed to respecting the privacy of personal information in its possession. RSL Sub-branch complies with the relevant sections of the *Privacy Act 1988*, in particular the 13 Australian Privacy Principles, which set the benchmark for how personal information should be collected, used, disclosed and stored. RSL Sub-branch has embraced these principles as part of its standard operating policies and procedures. This means that:

- RSL Sub-branch is a membership based organization, a charity and provides an advocacy service. RSL Sub-branch only collects personal information that is necessary for the function of the organization.
- All personal information is only collected by lawful and fair means and with the consent of the applicant.
- All personal information is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times.

Personal Information

RSL Sub-branch collects and holds 'personal information' which is information that identifies an individual. The kinds of personal information we collect and hold when you join the Sub-branch as a social or community member and the RSL Rewards Program includes your name, address, email address, telephone numbers, date of birth, gender and any other information you provide on the Application Form as well as a member's point balance accrued through a member's spend at a RSL Sub-branch venue.

Collection and Storage

RSL Sub-branch will only collect personal information with the individual's consent. Personal information is generally collected through the use of the Membership Application Form, whether via hardcopy, in person or over the phone.

All personal information collected is securely stored and reasonable steps are taken to ensure its protection against misuse, interference, loss, unauthorised access, modification and disclosure.

Use and Disclosure

RSL Sub-branch will not collect personal information unless it is reasonably necessary for one of its functions or activities. We may collect, hold, use and disclose personal information for purposes necessary to carry out our Membership functions and provide our Membership services and programs. The primary purposes for which personal information is collected, held, used and disclosed to third parties will generally relate to:

- the creation and maintenance of membership records, including the distribution of membership cards and processing of renewal information;
- the publication and distribution of regular newsletters;
- the administration and management of Membership offers, including the management of the redeemable loyalty points program as well as competition entries and prize giveaways;
- the provision of information about current and future services and benefits; and
- other normal Membership correspondence and assistance.

Should a situation arise whereby the disclosure of personal information would be to achieve a 'secondary purpose', such as a research project, RSL Sub-branch will seek written consent from the person(s) concerned. Decisions not to consent to a release of personal information for a secondary purpose will be respected.

Personal information collected by RSL Sub-branch is kept in Australia and is not disclosed to overseas recipients.

Personal information may be disclosed to law enforcement, investigative or government bodies where required by law in accordance with the Australian Privacy Principles.

Direct Marketing

RSL Membership automatically makes you a part of the RSL Rewards Program. By checking a box on the Membership Application Form regarding promotional materials you have consented to receive direct marketing communications.

If you no longer wish to receive direct marketing communications you can opt out by contacting the Manager on the details provided below.

Access

RSL Sub-branch respects the right of individuals to access personal information held about them by the organization. Individuals can access their personal information upon written request to the Manager. RSL Sub-branch will respond to all requests for access within 45 days.

Correction

Where an individual believes their personal information is inaccurate, out of date, incomplete, irrelevant or misleading they can notify the Manager to correct their personal information. Requests will be dealt with within a reasonable time period. RSL Sub-branch will take reasonable steps to correct the information so that it is accurate, complete and up to date. In certain circumstances prescribed by the legislation RSL Sub-branch may decline a request. If so, RSL Sub-branch will give the individual a written notice setting out the reason for the refusal and the complaint mechanisms available to them.

Concerns and Complaints

All complaints are taken seriously and are dealt with promptly. If you are concerned that RSL Sub-branch may have handled personal information inappropriately a complaint may be lodged, in writing, to the Manager on the details below.

Contact Details

Address: The Manager
163 Carinish Rd, Clayton 3168

Phone: 03 9544 1035

Fax: 03 9562 6156

Email: manager@claytonrsl.com.au