



Club Tuross - Privacy Policy 2019

Protecting your privacy and the confidentiality of your personal information is a high priority for Club Tuross.

Personal information regarding the Club Tuross website and all Club Tuross printed materials, means information we hold about you from which we can search for and retrieve your identity. For example, we may collect and use your name and address details when you acquire or use Club Tuross products or services. Club Tuross understands that providing your personal information imposes a serious responsibility upon us.

We are committed to protecting your personal information. Where your personal information may be disclosed, and to the extent that we can, we believe in giving you a choice as to whom we may disclose your personal information to, and how these third parties may use your personal information for direct marketing.

Collecting your personal information

We collect personal information directly from you, and only to the extent necessary to deliver and ensure a Club Tuross product or service. We may choose to collect personal information from you when you fill in an application form, both in hard copy format or online via our website, or over the telephone.

We will always attempt to collect personal information from you using lawful and fair means, and not in an unlawful manner. The type of personal information we may collect from you generally comprises name, address, gender, contact details (including phone, fax and e-mail).

If we do not collect this information, we may not be able to provide you with the Club Tuross product or service you have requested.

If you supply us with the personal information of a third party, you agree to notify that third party of this Privacy Policy.

How we make use of your personal information

Club Tuross will collect your personal information in order to provide you with, or give you access to a particular Club Tuross product or service. Club Tuross may choose to disclose your personal information for the main purpose for which we collect it, with such disclosure reasonably expected by you. Some of these examples include, but are not limited to:

- Helping Club Tuross to develop a stronger relationship with you
- Internal membership management, accounting and finance
- Administrative reporting
- Protecting you and Club Tuross from fraud
- As part of a Club Tuross campaign.

Occasionally, we may also disclose your personal information for the purposes of facilitating the distribution of marketing materials to you by Club Tuross employing a third party. We will not do this if you ask us not to do so. There are other situations where we are compelled by law to disclose your personal information. For instance, under certain circumstances we may be compelled to provide your personal information to law enforcement agencies, the Australian Electoral Office, the Department of Family Services or the Australian Taxation Office.

Direct Marketing

Club Tuross may use the personal information we collect from you to identify Club Tuross products and services, which we believe may be of interest and benefit to you, such as from third parties. This may include such activities as competitions, policy announcements, campaigns or to hear about shows and entertainment from Club Tuross, our community partners or affiliated sponsors. We may then contact you to let you know about these products and services. If you do not wish to receive this direct marketing information from Club Tuross, please let us know.

Quality and accuracy of your personal information

If we have accurate personal information about you, it enables us to provide you with the best possible service. Club Tuross will take reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete and up-to-date. If you find that the personal information, we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will take reasonable steps to correct it.

Club Tuross Campaigns

Club Tuross conducts various campaigns and from time to time may use your contact details to update you on the status of a campaign. Likewise, Club Tuross may also use your details for specific petitions on campaigns. If you have signed a petition, your details may be used for instances such as presenting this information to members of statutory bodies. If you do not wish for Club Tuross to contact you via phone or email during or campaign or present a petition you have signed, please let us know.

Security of your information

Club Tuross takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction.

Cookies on Club Tuross website

A "cookie" is a packet of information that allows the Club Tuross server to identify and interact more effectively with your computer.

When you access our website, we send you a "temporary cookie" that gives you a unique identification number. A different identification number is sent each time you use our web site. Cookies do not identify individual users, although they do identify a user's Internet browser type and your Internet Service Provider. Our cookie allows us to keep track of the pages you have accessed while visiting our web site. It also allows you to page back and forwards through our website and return to pages you have already visited without requiring you to log in to our home page again.

You can configure your Internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Please refer to your Internet browser's instructions or help screens to learn more about these functions.

Information logged on the Club Tuross website

When you visit the Club Tuross web site, our server logs the following information which is provided by your browser for statistical purposes only:

- The type of browser and operating system you are using
 - Your Internet Service Provider and top-level domain name (for example - .com, .gov, .au, .uk etc)
 - Your computer's IP (Internet Protocol) address (a number which is unique to the machine through which you are connected to the internet).
 - All of this information is used by Club Tuross for aggregated statistical analyses, such as Google Analytics reporting, or systems administration purposes only. More information about how Google Analytics collects and processes data is available at www.google.com/policies/privacy/partners/.
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Links to other websites

The Club Tuross site contains links to other web sites. While Club Tuross will always endeavour to engage in business arrangements with commercial entities of good repute and ethical business practices, we are ultimately not responsible for the privacy practices or the content of such external web sites.

Please note that Club Tuross takes no responsibility for your PC obtaining any viruses from visiting these website links, or viruses obtained from visiting the Club Tuross website.

Searching within the Club Tuross website

Search terms that you enter when using our search engine are collected but are not associated with any other information that we collect. We use these search terms for

the purpose of aggregated statistical analyses so we can ascertain what people are looking for on our web site, and to improve the services that we provide.

Accessing your personal information

Club Tuross will, upon your request, and subject to applicable privacy laws, provide you with access to your personal information held by us. However, we ask that you identify, as clearly as possible, the type/s of information requested.

Contact the Club Tuross Privacy Officer

Please email your query and contact details (your name, contact phone number and email address) to the Club Tuross Privacy Officer at privacy@clubtuross.com.au. We will respond to your query or complaint within 14 working days from the date first lodged. If you are not satisfied with our response to your complaint, you may contact the Office of the Australian Information Commissioner.

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