



Privacy Policy of Terrey Hills Golf & Country Club Holdings Ltd

Terrey Hills Golf & Country Club Holdings Ltd (ACN003 917 628) ("THGCC") has always appreciated and respected the importance of the privacy of individuals and particularly its members and guests. To formally reflect this, **THGCC** has adopted this Privacy Policy which covers **THGCC's** treatment of personally identifiable information collected or held by **THGCC**.

1. National Privacy Principles

THGCC will comply with the National Privacy Principles contained in the *Privacy Act 1988*(Cth), as amended.

2. Collection of personal information

THGCC will only collect personal information that is necessary for one or more of its functions or activities (see paragraph 4 below).

THGCC will only collect personal information by lawful and fair means and not in an unreasonably intrusive way.

At or before the time (or, if that is not practicable, as soon as practicable thereafter) **THGCC** collects personal information about an individual from the individual, **THGCC** will take reasonable steps to ensure that the individual is aware of:

- (a) the identity of **THGCC** and how to contact it;
- (b) the fact that he or she is able to gain access to the information.
- (c) the purpose for which the information is collected;
- (d) the organisations (or the types of organisations) to which **THGCC** usually discloses information of that kind;
- (e) any law that requires the particular information to be collected; and
- (f) the main consequences (if any) for the individual if all or part of the information is not provided.

If it is reasonable and practicable to do so, **THGCC** will collect personal information about an individual only from that individual.

If **THGCC** collects personal information about an individual from someone else, **THGCC** will take reasonable steps to ensure that the individual is or has been made aware of the matters listed from (a) to (f) above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

3. The types of personal information we collect

THGCC may collect general information about you, such as your name, address, contact details, date of birth and other information reasonably necessary for **THGCC** to provide its services or products to you efficiently.

In addition, **THGCC** may also collect other types of personal information during the course of dealing with you; for example, when you wish to obtain services or products from **THGCC** and when you participate in promotions or return feedback forms. In the interests of security and safety, **THGCC** may collect personal information in the course of investigating complaints or pursuing disciplinary proceedings of employees.

4. How we use information

THGCC will use the personal information it collects for the purpose(s)disclosed at the time of collection, or otherwise as set out in this Privacy Policy. **THGCC** will not use personal information for any other purpose without first seeking the provider's consent, unless authorised or required by law.



Generally, **THGCC** will use and disclose personal information only for the following purposes: -

- (a) To establish and maintain your membership (including disclosing contact telephone numbers in the annual Club Fixtures book) with **THGCC**;
- (b) To identify you and to assist you in accessing our services and products more easily;
- (c) To establish and maintain the register of members;
- (d) To provide you with ongoing information about **THGCC** by providing you with regular newsletters, magazines, annual reports and other information to allow you to play an active role as a valuable member;
- (e) To improve our services and products to make them more valuable to all members and to inform you of ways the services and products provided to you could be or have been improved;
- (f) To provide a direct marketing of services or products and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further marketing communications; and
- (g) To third parties where **THGCC** has retained those third parties to assist **THGCC** to provide the services or products you have requested, such as insurance and/or professional advisers such as lawyers and accountants.

5. Information access

You can access the personal information that **THGCC** holds about you by contacting **THGCC's** Privacy Compliance Officer as set out below. **THGCC** will provide you with access unless **THGCC** is legally authorised to refuse your request.

If you wish to update personal information that is out of date or inaccurate at any time, please contact **THGCC**. Upon notice from you, **THGCC** will take reasonable steps to correct any of your information which is inaccurate, incomplete or out of date. If you wish to have your personal information deleted, please let **THGCC** know and your request will be met wherever practicable.

THGCC may refuse your request to access, amend or delete your personal information in certain circumstances. If **THGCC** refuses your request, **THGCC** will provide you with a reason for its decision and, in the case of an amendment, it will be noted in your personal information that you have disputed its accuracy.

6. Security

THGCC will take reasonable steps to keep secure any personal information which it holds and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

7. Changes to this Privacy Policy

THGCC may amend this Privacy Policy from time to time.

8. Contacting us

If you would like any further information, or have any queries relating to this Privacy Policy or **THGCC's** information handling practices in general, please contact our Privacy Compliance Officer:

Shawn Mahoney
Terrey Hills Golf & Country Club
116 Booralie Road
Terrey Hills NSW 2084

Tel:(02) 9450 0155
Fax:(02) 9450 0034

Email: shawn@terreyhillsgolf.com.au