

PRACC Privacy Policy

This Privacy Policy explains how Pingelly Recreation & Cultural Centre Association Incorporated (ABN 15 159 712 550) deals with information that it collects via its website (<https://pracc.net.au/>) and in its dealings with website Users.

In this Privacy Policy, “we”, “our” and “PRACC” means Pingelly Recreation & Cultural Centre. “You” and “your” means you as a visitor to the PRACC website or a User of PRACC.

1. Our commitment to privacy

1.1. Your privacy is important to us. We agree to comply with the *Privacy Act 1988* (Cth) including the Australian Privacy Principles and any other relevant legislation.

2. Definitions used in this Privacy Policy

2.1. Personal Information (as defined in the *Privacy Act 1988* (Cth) means information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

2.2. Services means the services that PRACC delivers to its members and to members of the public, including services related to its sporting, recreation, hospitality and cultural facilities.

2.3. User means visitors to this website or the PRACC facility, whether:

- (a) to purchase or use the Services;
- (b) to apply for, renew and pay for a PRACC membership or a gym membership;
- (c) to make a sporting group booking;
- (d) to enquire about or make a booking for PRACC function rooms, corporate events or other facilities; or
- (e) for any other purpose.

3. Information collected by PRACC

3.1. The kind of personal information that we collect from you will depend on how you use our website and/or Services. It may include:

- (a) name and contact details, including postal address, telephone number and email address;
- (b) date of birth;
- (c) concession details;
- (d) debit/credit card or bank account details and payment history;
- (e) details about your business;
- (f) details about your sporting group;
- (g) information about others, including your emergency contacts;
- (h) health or medical information;
- (i) your image, if you are photographed at our facility; and
- (j) sensitive information.

3.2. We may collect data and personal information in various ways, including:

- (a) when you send us an e-mail, “contact us” message through our website, or any other form of written enquiry;
- (b) via official social media pages that PRACC controls, such as Facebook, Twitter and Instagram;
- (c) when you visit or telephone us to ask about our Services;
- (d) when you sign up to use our Services, whether online or in person;
- (e) when you make a booking at one of our venues;
- (f) when you sign up to receive PRACC’s newsletters or marketing material;
- (g) if your photograph is taken at the PRACC facility; and
- (h) when you submit an application for a contract or employment with us.

- 3.3. You do not have to provide us with personal information. However if you do not provide or enable us to collect necessary information, we may not be able to deliver the Services to you.
- 3.4. If you do disclose personal information to us, you consent to us using the information in accordance with this Privacy Policy. If the personal information relates to other people or organisations, you represent that you have authority to disclose that information to us.
- 3.5. We may collect cookies and other information that your computer or mobile device provides to us in connection with your use of our website, such as location, IP address, operating system, device ID, device type, and time of use of the website. As a general rule, it is not possible to identify you personally from this kind of information.

4. Why we collect personal information

- 4.1. We collect personal information to provide you with the best service experience possible on the website and so that we can deliver the Services.
- 4.2. Generally we do not disclose personal information to any other person except the service providers who assist us in operating the website and process payments for our Services.
- 4.3. Your personal information may also be disclosed to PRACC employees acting in the normal course of their duties. PRACC employees are bound to keep your personal information confidential by the terms of their employment with PRACC.
- 4.4. By using our website, you consent to the receipt of direct marketing material such as email marketing. We will only use your personal information for this purpose if we have provided you with an opportunity to opt out at the time we collect your email address, and if it is material of a type which you would reasonably expect to receive from us.
- 4.5. We do not use sensitive personal information in direct marketing activity.
- 4.6. Our direct marketing material will always include a simple means by which you can unsubscribe or request not to receive further communications of this nature.

5. How we store personal information

- 5.1. We take all reasonable steps to keep personal information secure, accurate and up to date.
- 5.2. Personal information is stored on secure servers (if in digital format), or in locked areas (if in hardcopy format).
- 5.3. PRACC employees and data processors are obliged to respect the confidentiality of any personal and/or sensitive information held or collected by us.
- 5.4. We will only permit authorised personnel to access your information and information will only be disclosed to third parties where:
 - (a) they have the appropriate authority;
 - (b) as required or authorised by law;
 - (c) to deliver the Services;
 - (d) in recovery of debts owed to us;
 - (e) otherwise, only with your consent.
- 5.5. We destroy or de-identify personal information that we no longer need, wherever practicable.

6. Your rights to access and correction

- 6.1. You are entitled to access the personal information we hold about you, and to ask us to correct inaccurate personal information as long as it is reasonably practicable to do so. You can request access or a correction via the contact details below.

7. Complaint procedure

- 7.1. If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by our privacy officer, who may seek further information from you to clarify your concerns.
- 7.2. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem.
- 7.3. If you remain dissatisfied with the outcome, you may refer the matter to the [Office of the Australian Information Commissioner](#).

8. Payment Processing

- 8.1. We may process PRACC membership, gym membership and other payments via a payment processor for internet-based payment services. If you wish to make a payment through the PRACC website, your personal information may be collected by the payment processor directly and not by us, and will be subject to that payment processor's privacy

policy. We have no control over, and are not responsible for, third parties' collection, use and disclosure of your personal information.

9. How to contact us about privacy

9.1. If you have any queries, wish to access to your personal information, or if you have a complaint about our privacy practices, you can contact our privacy officer via email at manager@pracc.net.au or by telephone on (08) 9887 0092.

10. Updates to our Privacy Policy

10.1. We may review, amend, update and change this Privacy Policy from time to time to reflect our practices and obligations. Any changes will take effect when they are made or posted on our website.

10.2. This Privacy Policy is current as at 27 April 2021.