

At Pittwater RSL we want your on-line and digital experience to be enjoyable and we take care to respect your privacy when you use our apps. Pittwater RSL recognises that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that seriously. We do this gladly because we know that if you have a good experience with us, you will want to visit our app again and maybe even tell your friends about us.

Pittwater RSL is subject to the provisions of the Privacy Act 1988 and the Amendments to the Act in 2000 known as the Privacy Amendment (Private Sector) Act 2000. Pittwater RSL is committed to privacy and the protection of member, visitor and staff information.

The personal information provided by you will generally be used for one of two reasons: to facilitate any transaction you may wish to carry out and to create a better, more personalised on-line experience for you.

We provide essential online information and take reasonable steps to do the following:

Provide clear, complete and up-to-date information on-line about our business and the products and services we offer. This includes how to get in touch with us. This information helps you to make informed choices; and Keep complete and accurate records when you make an on-line transaction. Our internal systems also help you to keep an accurate record so there is no confusion about the transaction.

If you have a problem with any of our goods or services we maintain information online about how to make a complaint, obtain redress or pursue dispute resolution. We have put in place a mechanism and procedure to help you.

The Security of our System

We understand that customers require peace of mind when it comes to the security of using apps. We have taken steps to ensure that your personal information is safe to protect against misuse, loss or unauthorised access, modification or disclosure. In addition, we also take steps to destroy or suppress personal information if it is no longer needed for any purpose.

Information Collection/Use

We collect your personal information so we can provide you with our services. We limit the collection of sensitive information about customers (e.g., racial, ethnic origin, political opinions, etc.) because, in general, it is not necessary for what we do.

We tell you who we are and what we intend to do with your information when we receive it. We strive to be open & we will let you know what sort of personal information we hold, how we collect it, how we use and disclose it, if you want to know. Subject to the Federal Privacy Act you may request access to the personal information we hold about you by contacting us.

We also take steps to ensure that your personal details are accurate, complete and up-to-date when we use or collect them through our verification process.

We collect personal information by lawful and fair means. From time to time we may also collect non-personal information e.g., information specific to your use of <CLUBNAME> and facilities. This helps us in our ongoing efforts to improve our apps and the on-line experience for our visitors. We also monitor your usage of our apps to make improvements and provide other items you might want to know about.

Other Information Uses

We may use your personal information to improve our products and services and so we can provide you with increased standards in Pittwater RSL, on our apps and on-line.

We always provide customers with an opportunity to opt-out of receiving information or offers. If you don't wish to receive new information, just use the feedback form and we will delete your details from internal marketing lists and future campaigns.

If we can (and the customer wants us to), we deal with customers anonymously when entering transactions.

Information Disclosure

We may disclose personal information to others that assist us in providing our products and services e.g., mailing houses.

We may also disclose your personal information to related organisations or parent body. If you agree to have your details disclosed to other organisations, we will take steps to protect the privacy of your personal information.

Pittwater RSL may disclose your personal information to related organisations or parent body. We take steps to ensure that such recipients respect the confidentiality of this information by abiding by the NPPs or equivalent privacy laws.

On-Line Transactions

Pittwater RSL does not retain or store any credit card details.

Refunds

Pittwater RSL does not offer any refunds after a joining or renewal membership has been approved by the Board.

