

CORPORATE PRIVACY CHARTER

Introduction

Protecting your privacy is important to the Ranelagh Club (The RC). Our Corporate Privacy Charter will help you understand how The RC collects, uses, discloses, holds and safeguards your personal information.

The RC prides itself on offering the highest standards in member and customer service delivery and in being an organisation with a reputation based on help and assistance to our members. The RC will continue to treat your privacy as being of the utmost importance as it is recognised as an integral part of our business processes and procedures.

The National Privacy Principals contained in the Privacy Act set the standard for how private sector organisations should handle personal information. The RC is committed to complying with this standard.

This Corporate Privacy Charter defines our commitment to protecting the privacy of our members.

Why do we collect personal information?

If you wish to join the Club and/or utilize our products, facilities or services, we will generally need to collect some personal information from you.

We only collect information that we need:

- to establish your membership or process your application
- to service and administer your accounts, membership, activities and other needs
- to offer you new products or services which we believe may interest you
- to satisfy any legal requirements

How do we collect personal information?

We try to collect information about you only from you. However, there are limited circumstances where we may have to collect personal information about you from someone else. For example, your proposer, seconder and referees during the membership nomination process.

What sort of personal information do we collect?

We generally collect names, addresses, telephone numbers, email addresses, occupations, family relationship status and dates of birth.

How we use your personal information

We use information to provide you with the services you want, or in which we think you may be interested. We tell our members about the general uses of their information when we collect it and we will provide additional explanation if our members request it. Primarily, we will use your information to process your application and to service your needs as a member. We do not rent or sell your information to other organisations. We may however provide certain aspects of your information to associates or affiliates in order that they may service your needs as we understand them.

Quality of information

We use technology, documented employee procedures and internal monitoring to help ensure that your information is accurate and up- -to- -date. We ask you to contact us and let us know if you believe that any information we hold about you is inaccurate or not up- -to- -date, such as when you change address.

Security of personal information

The security of your information is protected by only allowing access to those who need it to conduct their business responsibilities. The RC employees, affiliates, associates and contractors are only provided with the information they need to perform their activities. Our employees, affiliates, associates and contractors are also bound by contract to keep your information confidential.

Passwords, firewalls and virus protection are used to protect The RC systems holding personal information from unauthorised access. Security alarms, access cards and internal procedures are used to protect The RC premises that house The RC systems and paper records.

Disclosure of personal information

The RC has had a longstanding commitment to protecting the personal information of our members and people/organisations who/which come in contact with us in the ordinary course of business. This section explains the circumstances where we may disclose your information to other organisations.

Contractors

The RC may contract with other parties to provide services on our behalf; for example, contractors from mail houses to print and distribute The RC correspondence and material. In all circumstances where The RC contracts with other parties to provide services on our behalf, we will take reasonable steps to protect the privacy of any of your information disclosed to them.

Associates and Affiliates

The RC may provide your information to associates e.g. Members of Sub- -committees and/or affiliates e.g. Tennis Victoria/Tennis Australia or other bodies to serve the needs of your membership.

Other disclosures of information

The RC may also, as permitted by the Privacy Act, disclose your information where it is necessary in an emergency or where The RC is authorised or required by law (e.g. legislation or a legal court order) to disclose it.

How long do we keep the information?

We will keep the information for as long as it is necessary to service your membership or to continue to provide products and services you have requested. We will retain information for a reasonable period if you cease to be a member, unless the law requires us to keep it for longer.

Our employees

Employees who intentionally or negligently breach the RC Privacy Charter are subject to disciplinary action. Employees are expected to report violations and may do so confidentially to their manager.

The RC is not bound by the Privacy Charter in relation to handling of prospective, current and former employees' records where those records relate directly to the employment relationship.

Contact us

You may contact The RC on 9787 0265 #1 to request details of any personal information we hold about you or if you would like us to correct it. Depending on the nature of your request, we may ask you to complete a form.

How to complain about a possible breach of privacy

Contact The RC on 9787 0265 #1. We may request that you put your complaint in writing. We will investigate and respond to privacy complaints within a reasonable time.

Our online and website privacy policy

Please refer to our Online and Website Privacy Policy for our policies on the management of personal information online.

ONLINE & WEBSITE PRIVACY POLICY

Introduction

The Ranelagh Club (The RC) Online & Website Privacy Policy is specific to the RC website, located at www.ranelagh.com.au. For our general Corporate Privacy Charter, not specifically related to the RC website, read the

The RC Corporate Privacy Charter

The RC is committed to protecting your privacy. The RC recognises that our members and interested parties place ongoing trust in our services, and we take your privacy seriously. The RC does not collect personally-identifying information except when you specifically and knowingly provide it subject to the exceptions set out below.

The RC website may, from time to time, host message boards, chat and other services for both public and private forums. Please remember that any information that is disclosed in public forums becomes public information. You should exercise caution when deciding to disclose your personal information.

If you have queries, concerns or would like to revise your personal records maintained by The RC, please contact us on (03) 9787 0265. Our postal address is The Ranelagh Club, 3 Rosserdale Crescent, Mt Eliza, VIC 3930 Australia.

What information do we collect?

The RC may collect information in two ways; automatically when you log onto the RC website and when you provide your details through an RC online form.

For each visitor to our website, our web server may automatically recognise the user's domain, IP address and/or sometimes an email address.

The RC has a login service for members, designed to offer members a more rewarding, efficient and personalised experience at the RC website. You are required to login to receive member-specific information, and to sometimes interact with the RC.

Why do we require your personal information?

The information we collect is used to continually improve your site experience, by customising the content and web layout according to your preferences indicated by your use of the site.

The RC needs to collect, use and disclose the information required on online forms to provide you with the services to which the online forms relate. Your information may also be used by The RC to tell you about useful products, discounts, special offers, competitions and invitations to special events.

The RC may notify you about updates to our website. If you do not want to receive this material, please contact The RC on (03) 9787 0265 or email us at admin@ranelagh.com.au.

Disclosure of personal information

To provide you with products or information you request from the website by filling out an online form, The RC may need to disclose your information to our business partners, contracted service providers, associates and/or affiliates.

In submitting your details, you should be mindful that information published on the Internet is available to everyone using the Internet. You should not provide this information if you do not want it to be publicly available.

In addition, The RC may disclose personally identifying information if The RC determines that disclosure of such information is:

required by law; and

reasonably necessary to protect the rights, property, or safety of The RC , its users, or other persons or entities. Under the foregoing circumstances, The RC may disclose personally identifying information without first notifying you or obtaining your consent.

Contacting us about access and correction of your personal details

The RC aims to ensure your personal details are up- -to- -date. If you have queries, concerns or would like to access or revise your personal records maintained by The RC, please contact us on (03) 9787 0265 or email us at admin@ranelagh.com.au. Our postal address is The Ranelagh Club, 3 Rosserdale Crescent, Mt Eliza, VIC 3930 Australia.

The RC may share non- -personal aggregate, statistical information

The RC may share non- -personal aggregate, or summary, information about visitors to our web site with partners or other third parties, which is a customary practice on the Internet. For example, we might provide a count of our users from a particular area code.

The RC occasionally uses independent market research companies to monitor traffic to and across its web site. This technology involves inserting special scripting in the code of each web page. This code is downloaded by you when you visit each page and then sends information about your use of the page, e.g. the duration that the page was open.

Information collected using this technology does not identify you personally in any way and is only used for compiling aggregate statistics of use of the RC website.

The RC may use "cookies" to improve your experience

The RC may use a standard Web browser feature called "cookies" to help us improve your experience. A cookie is a small text file that many websites write through your browser when you visit them. A cookie can only be read by the site that places it, so the RC website cannot "see where you've been" based on any other cookies in your browser. Netscape Navigator uses a single file called "cookies.txt" to record all cookies, and you can open this file in any text editor to see what it looks like.

On some areas of the RC website cookies may be used to distinguish you from other users. However, cookies merely provide us with a unique anonymous number that we can use in identifying and enhancing the use of sections of our site.

Cookies can also be used to store your username and encrypted password if you so choose. You may choose to disable cookies in your browser or use security software to prevent the storage of cookies. However, if you disable cookies, we may not be able to fulfill your request or provide you with an appropriate level of service in some areas of the RC website.

Third party information and links

Some sections of the RC website may be powered by our business partners, associates, affiliates and/or service providers to bring you the most relevant and up- to- -date information and services. As a result, these companies have access to information such as your domain, IP address and clickstream information. The RC will take reasonable steps to protect the privacy of any personally identifying information that these companies/organisations have access to.

The RC may also use agencies to place advertising on our web pages. These agencies may collect information such as your domain, IP address and clickstream information. The RC will take reasonable steps to protect the privacy of any personally identifying information that these agencies have access to.

The RC may present advertisements or links to partner organisations/companies. When you click on these links or enter information, you may be transferred to an advertiser's or partner's website. The RC has no control over the privacy practices or information that these sites may request of you. We are not and cannot be held responsible for the privacy practices or content of these sites.

If you make an order from The RC third party advertisers or partners, any such order will indicate your consent to receive from them other catalogues, announcements, product news, newsletters, and/or other information, via shipping methods including but not limited to Australia Post, overnight ground/air courier, or other electronic means, that may or may not be of interest to you. You will need to contact them directly to 'opt- -out' of receiving this material.

Storage and security of your personal information

The RC takes all reasonable steps to secure your personal details. The RC stores your information on secure servers which are housed in controlled environments to protect against loss, misuse or alteration of your information collected at The RC website. All The RC employees and service providers are contractually obligated to respect the confidentiality of your personal details.

To assist in keeping your data secure, we recommend that you keep your The RC password and account details secure.

Changes to this policy

The RC is committed to bringing you the most up- -to- -date and relevant information online. As a result, our web site is constantly changing and there may be a requirement to review our Online Privacy Policy. We will promptly post any changes on our website. If you are concerned about your privacy, you should check our Online Privacy Policy periodically.

Additional privacy information

You can visit the Australian Federal Privacy Commissioner's website for more information about protecting your privacy and Australian privacy issues.

Our general corporate privacy charter

For general The RC privacy information, not specific to the RC website, refer to our Corporate Privacy Charter.