



Privacy Policy

Effective Date: 27th January 2026

Grandviews Bowling and Recreation Club ("the Club", "we", "us", "our") is committed to protecting the privacy of our members, guests, visitors, employees and contractors.

This Privacy Policy explains how we collect, use, store and protect personal information. We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who can reasonably be identified.

Examples include:

- Name
- Address
- Date of birth
- Phone number
- Email address
- Membership number
- Emergency contact details
- Payment and transaction details
- CCTV images
- Gaming or attendance records (where required by law)

2. What information we collect

We collect personal information that is reasonably necessary to operate the Club.

This may include information collected when you:

- Apply for or renew membership
- Visit the Club
- Use our website
- Enter promotions or competitions
- Attend events or functions
- Contact us
- Are employed or contracted by the Club

3. How we collect personal information

821 Forest Road, Peakhurst NSW 2210

(02) 9533 2255 | admin@clubgrandviews.com.au | www.clubgrandviews.com.au

Grandviews Bowling & Recreation Club Limited – trading as Club Grandviews ABN: 97 000 193 742



Personal information may be collected through:

- Membership application forms (paper or online)
- Point-of-sale systems
- CCTV and security systems
- Website forms and cookies
- Phone calls, emails and correspondence
- Third parties where permitted by law

4. Why we collect and use personal information

We collect and use personal information to:

- Manage memberships and member benefits
- Comply with legal and regulatory requirements
- Communicate with members and guests
- Operate gaming, hospitality and sporting activities
- Improve services and facilities
- Ensure safety and security at the Club
- Process payments and transactions
- Conduct promotions, events and community activities

5. Disclosure of personal information

We may disclose personal information:

- To service providers who assist us
- To government authorities and regulators where required by law
- With your consent

We do not sell personal information.

6. Website use and cookies

Our website may collect limited technical information such as IP address, browser type and pages visited. This information helps improve our website and services. Cookies do not identify you personally.

7. Storage and security of information

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

When personal information is no longer required, it is securely destroyed or de-identified in accordance with legal requirements.

8. Accessing and correcting your information

You may request access to the personal information we hold about you, or request corrections if it is inaccurate, by contacting the Club in writing.

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9. Privacy complaints

If you believe your privacy has been breached, you may lodge a complaint with the Club. We will investigate and respond within a reasonable time.

If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC).

10. Changes to this Privacy Policy

This Privacy Policy may be updated from time to time. The most current version will be available on our website and at the Club.

11. Contact us

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(02) 9533 2255

reception@clubgrandviews.com.au

NSW Registered Clubs – Privacy Addendum

In addition to our Privacy Policy, Grandviews Bowling and Recreation Club collects and uses personal information as required under NSW registered clubs, liquor and gaming legislation.

This may include:

- Membership records required under the Registered Clubs Act 1976 (NSW)
- Proof of identity and age verification
- Gaming activity and attendance records
- CCTV footage for security and compliance purposes
- Records required by Liquor & Gaming NSW and other regulators

This information is collected to:

- Meet legal and regulatory obligations
- Ensure responsible service of alcohol and gaming
- Maintain the safety and security of members, guests and staff

Information collected for these purposes may be disclosed to NSW regulators, law enforcement agencies or other authorities as required by law.

All information is handled securely and retained only for the period required under applicable legislation.

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