



## RESPECTING YOUR RIGHT TO PRIVACY AT HENRY SPORTS CLUB.

Protecting your privacy and the confidentiality of your "personal information" is a high priority for the Henry Sports Club.

Personal information with regards to this website and all Henry Sports Club online portals (and any other Henry Sports Club printed materials) means information we hold about you from which we can search for and retrieve your identity. For example, we may collect and use your name and address details when you acquire or use particular Henry Sports Club products or services. Henry Sports Club understands that providing your personal information imposes a serious responsibility upon us.

We are committed to protecting your personal information. Where your personal information may be disclosed, and to the extent that we can, we believe in giving you a choice as to whom we may disclose your personal information to, and how these third parties may use your personal information for direct marketing.

### ***Collecting your personal information***

We collect personal information directly from you, and only to the extent necessary to deliver and ensure a Henry Sports Club product or service. We may choose to collect personal information from you when you fill in an application form, both in hard copy format or online via our website, or over the telephone.

We will always attempt to collect personal information from you using lawful and fair means, and not in an unlawful manner. The type of personal information we may collect from you generally comprises name, address, gender, contact details (including phone, fax and e-mail).

### ***How we make use of your personal information***

Henry Sports Club will collect your personal information in order to provide you with, or give you access to, a particular Henry Sports Club product or service. Henry Sports Club may choose to disclose your personal information for the main purpose for which we collect it, with such disclosure reasonably expected by you. Some of these examples include, but are not limited to:

- Helping Henry Sports Club to develop a stronger relationship with you
- Internal membership management, accounting and finance
- Administrative reporting
- Protecting you and Henry Sports Club from fraud
- As part of a Henry Sports Club campaign.

Occasionally, we may also disclose your personal information for the purposes of facilitating the distribution of marketing materials to you by Henry Sports Club employing a third party. We will not do this if you ask us not to do so. There are other situations where we are compelled by law to disclose your personal information. For instance, under certain circumstances we may be compelled to provide your personal information to law enforcement agencies, the Australian Electoral Office, the Department of Family Services or the Australian Taxation Office.

### ***Direct Marketing***

Henry Sports Club may use the personal information we collect from you to identify particular Henry Sports Club products and services, which we believe may be of interest and benefit to you, such as from third parties. This may include such activities as competitions, policy announcements, campaigns or to hear about shows and entertainment from Henry Sports Club, our community partners or affiliated sponsors. We may then contact you to let you know about these products and services. If you do not wish to receive this direct marketing information from Henry Sports Club, please let us know.

### ***Quality and accuracy of your personal information***

If we have accurate personal information about you, it enables us to provide you with the best possible service. Henry Sports Club will take reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete and up-to-date. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will take reasonable steps to correct it.

### ***Henry Sports Club Campaigns***

Henry Sports Club conducts various campaigns and from time to time may use your contact details to update you on the status of a campaign. Likewise, Henry Sports Club may also use your details for specific petitions on campaigns. If you have signed a petition, your details may be used for instances such as presenting this information to members of Parliament. If you do not wish for Henry Sports Club to contact you via phone or email during or campaign or present a petition you have signed, please let us know.

### ***Security of your information***

Henry Sports Club takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction.

### ***Cookies on Henry Sports Club website***

A "cookie" is a packet of information that allows the Henry Sports Club server (the computer that houses our web site) to identify and interact more effectively with your computer.

When you access our website, we send you a "temporary cookie" that gives you a unique identification number. A different identification number is sent each time you use our web site. Cookies do not identify individual users, although they do identify a user's Internet browser type and your Internet Service Provider. Our cookie allows us to keep track of the pages you have accessed while visiting our web site. It also allows you to page back and forwards through our website and return to pages you have already visited without requiring you to log in to our home page again.

You can configure your Internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Please refer to your Internet browser's instructions or help screens to learn more about these functions.

### ***Information logged on the Henry Sports Club website***

When you visit the Henry Sports Club web site, our server logs the following information which is provided by your browser for statistical purposes only:

- The type of browser and operating system you are using
- Your Internet Service Provider and top level domain name (for example - .com, .gov, .au, .uk etc)
- Your computer's IP (Internet Protocol) address (a number which is unique to the machine through which you are connected to the internet)
- All of this information is used by Henry Sports Club for aggregated statistical analyses, such as Google Analytics reporting, or systems administration purposes only.

### ***Links to other websites***

The Henry Sports Club site contains links to other web sites. While Henry Sports Club will always endeavour to engage in business arrangements with commercial entities of good repute and ethical business practices, we are ultimately not responsible for the privacy practices or the content of such external web sites.

Please note that Henry Sports Club takes no responsibility for your PC obtaining any viruses from visiting these website links, or viruses obtained from visiting the Henry Sports Club website.

### ***Searching within the Henry Sports Club website***

Search terms that you enter when using our search engine are collected, but are not associated with any other information that we collect. We use these search terms for the purpose of aggregated statistical analyses so we can ascertain what people are looking for on our web site, and to improve the services that we provide.

### ***Accessing your personal information***

Henry Sports Club will, upon your request, and subject to applicable privacy laws, provide you with access to your personal information held by us. However, we ask that you identify, as clearly as possible, the type/s of information requested.

*Contact the Henry Sports Club Privacy Officer*

Please email your query and contact details (your name, contact phone number and email address) to the Henry Sports Club Privacy Officer at [info@hlclub.com.au](mailto:info@hlclub.com.au). We will respond to your query within 5 working days from the date first lodged.