PRIVACY POLICY

This Privacy Policy outlines how your personal information is collected, used, stored, and protected by the venue in the course of its operations. We are committed to managing your information responsibly and in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*.

1. Why We Collect Personal Information

We collect your personal information to:

- Verify your identity
- Process payments (including via Electronic Funds Transfer – EFT)
- Meet venue regulatory, licensing, and responsible gambling obligations
- Assist in the enforcement of venue bans or exclusions
- Ensure the safety and integrity of the venue's gambling operations
- Manage loyalty or rewards programs (when applicable)
- Comply with lawful obligations under relevant gaming, liquor, and privacy laws

2. What We Collect

The types of personal information we may collect include:

- Full name
- Date of birth
- Residential address
- Contact details (email, phone)
- Occupation and employment details
- Bank account details (for EFT payments, where applicable)
- Identification documents (e.g., driver's licence, passport, pension card)

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- Gaming activity history (such as prize payments)
- Loyalty program participation (when applicable)
- CCTV footage within venue premises
- Facial images (where Facial Recognition Technology is in use)

3. How We Collect Your Information

We may collect your personal information through:

- Verbal and written communication with staff
- Identification presented when requesting cheque/EFT payments
- Gaming room forms and payout documentation
- Loyalty and membership program participation (when applicable)
- CCTV footage
- FRT systems
- Digital interactions (e.g., online bookings, Wi-Fi login, surveys)
- Reasonable inquiries made by venue staff in line with compliance protocols

4. Facial Recognition Technology (FRT)

Our venue uses Facial Recognition Technology (FRT) to enhance safety, ensure compliance with self-exclusion programs, and support harm minimisation initiatives. The use of FRT is strictly aligned with the principles of privacy, transparency, and compliance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs**).

- FRT analyses facial features of individuals entering specific areas of our venue. This analysis is conducted in temporary memory and only for the purpose of identifying matches against predefined databases, such as self-excluded individuals or banned patrons.
- No biometric data is stored or retained after the analysis. If no match is found, the data is automatically purged from memory in real-time.

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- At no point is the facial data linked to an individual's identity unless a match occurs, and even in those cases, no biometric template is retained by our systems.
- All facial data processed by FRT is held in temporary memory only, for the sole purpose of conducting real-time comparisons. This data is not stored in any database or retained after processing. Data is securely managed and protected under privacy legislation.
- Individuals are informed about the use of FRT via clearly visible signage at venue entry points. Additional information about the use of FRT is available in this privacy policy and upon request.

5. Use of Personal Information

We use your information for purposes including:

- Verifying your identity for gaming-related transactions
- Processing payments via EFT, where required
- Managing self-exclusion, banned or re-entry processes
- Ensuring compliance with licensing and operational regulations
- Improving venue operations and customer safety
- Supporting internal training, audits, and compliance reviews
- Contacting you if necessary to verify information or resolve issues

6. Storage and Security

Your personal information is securely stored in physical and/or electronic form. Access is restricted to authorised staff.

All data is retained in accordance with applicable legal retention requirements (typically up to seven years for certain records such as payment forms and ID verification documents).

Appropriate security controls are in place to prevent loss, misuse, or unauthorised access to your data.

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7. Disclosure of Information

We will only disclose your personal information:

- When required or authorised by law (e.g., Gambling, Privacy, or Liquor legislation)
- To law enforcement, courts, or regulators when legally compelled
- To external contractors and service providers who assist with venue operations, provided they adhere to confidentiality obligations
- Internally, to relevant venue management, for the purposes outlined in this policy

We do not share your personal information with third parties for marketing purposes without your consent.

8. Access and Correction

You have the right to request:

- Access to the personal information we hold about you
- Correction of any inaccurate or outdated information

Requests should be made in writing to the venue directly. Refer to our Contact section on our webpage.

9. Making a Complaint

If you have concerns about how your personal information is managed, please contact the venue's Privacy Officer. If you are not satisfied with our response, you may escalate your complaint to the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

10. Contact Us

Refer to our Contact section on our webpage.

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