

BRISBANE RIVER GOLF CLUB

PRIVACY POLICY

1. Introduction

Brisbane River Golf Club (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

This Privacy Policy explains how we collect, use, disclose, and store your personal information.

2. What personal information we collect

We may collect personal information including:

- Name, date of birth, and contact details (address, phone, email)
- Emergency contact details
- Membership details and history
- Golf ID / Golf Link number and handicap information
- Payment and billing information (including direct debit details)
- Identification details (e.g. driver licence or passport, where required)
- Any other information you provide in connection with your membership

3. How we collect your information

We collect personal information:

- Directly from you when you complete a membership application or forms
- When you interact with us in person, by phone, email, or online
- Through payment providers (e.g. direct debit services)
- From third parties such as Golf Australia or other golf clubs (where authorised by you)

4. Why we collect your information

We collect and use your personal information to:

- Process and manage your membership
- Provide access to club facilities and services
- Maintain your Golf ID, handicap, and competition records
- Process payments and administer accounts
- Communicate with you about your membership, events, and club updates
- Comply with legal and regulatory obligations
- Improve our services and operations

5. Disclosure of personal information

We may disclose your personal information to:

- Golf Australia and other golf clubs (for handicap and membership purposes)
- Payment service providers (e.g. direct debit processors)
- Our employees, contractors, and service providers
- Professional advisers (e.g. legal, accounting)
- Government or regulatory authorities where required by law

We do not sell your personal information.

6. Direct Marketing

We may use your contact details to send you club updates, promotions, and event information.

You may opt out of receiving marketing communications at any time by using the unsubscribe option or contacting us.

7. Storage and security

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

Your information may be stored in both electronic and physical formats.

8. Access and correction

You may request access to the personal information we hold about you and request corrections if it is inaccurate or out of date.

To do so, please contact us using the details below.

9. Retention

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

10. Third-party service providers

Some services (such as payment processing) are provided by third parties. These providers have their own privacy policies, and we are not responsible for their practices.

11. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will be available on our website or upon request.

12. Contact us

If you have any questions, requests, or complaints about this Privacy Policy or how your information is handled, please contact:

Brisbane River Golf Club

Email: golf@brgc.com.au

Website: www.brgc.com.au

We will respond to your enquiry within a reasonable timeframe.