



Privacy Policy

Australasian Hospitality & Gaming Expo

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Recitals

Australasian Hospitality & Gaming Expo

The Australasian Hospitality & Gaming Expo (hereafter referred to as “**AHG EXPO**”, “we”, “us” and “our” and similar) is a national tradeshow. It is jointly operated by Clubs ClubsQld, ClubsNSW and the Club Managers’ Association Australia (CMAA).

Coverage

This privacy policy applies to personal information collected by us. We are bound by the *Privacy Act 1988* (Cth), which governs the way private sector organisations collect, use, keep secure and disclose personal information.

Purpose

This Privacy Policy is to inform you of:

- how and when AHG EXPO collects personal information;
- how AHG EXPO uses and discloses personal information;
- how AHG EXPO keeps personal information secure, accurate and up-to-date;
- how an individual can access and correct their personal information that is held by AHG EXPO; and
- how AHG EXPO will facilitate or resolve a privacy complaint.

Contact

For more information about the AHG EXPO privacy policy, contact the Event Manager on 07 3607 1226.

1. Personal information

- 1.1 The *Privacy Act 1988* (Cth) defines “personal information” to mean information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is reasonably identifiable, from the information or opinion.
- 1.2 Some examples of personal information are your name, residential address, email address, bank details, photos and opinions on your likes and dislikes that can identify you.

1. Sensitive Information

1.1 What is Sensitive Information?

- (a) Sensitive information is a subset of personal information.
- (b) It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.
- (c) In general, we attempt to limit the collection of sensitive information we may collect from you, but we may be required to collect sensitive information from you in order to carry

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out the services provided to you. However, we do not collect sensitive information from you without your consent.

- (d) The type of sensitive information we may collect from you or record about you is dependent on the services provided to you by AHG EXPO and will be limited to the purpose(s) for which it is collected. We do not use sensitive information to send you Direct Marketing Communications (as defined below) without your express consent.

1.2 Consent to collection of certain types of sensitive information

We may collect certain types of sensitive information where you have consented and agreed to the collection of such information.

Generally speaking, we will obtain this type of consent from you at (or around) the point in time in which we collect the information, but the main type of sensitive information that we may collect (if any) will usually relate to:

- (a) the criminal record of an individual;
- (b) food restrictions (due to religious beliefs);
- (c) membership of political organisations;
- (d) information about an individual's gambling habits, including but not limited to philosophical beliefs; and
- (e) the health or medical information about an individual,

but only to the extent that where you volunteer such information or if it is necessary for, or incidental to, the purposes of collection set out at paragraph 3 below.

2. Collection of personal information

2.1 We only collect personal information that is necessary for what we do and we hold the personal information we collect within our own data storage devices or with a third party provider of data storage. The type of information we may collect from you includes depends ultimately upon the purpose of collection and we set out the general purposes of collection (as defined below).

2.2 The type of information we may collect from you includes (but is not limited to) the following:

- (a) your contact information such as full name (first and last), e-mail address, current postal address, delivery address (if different to postal address) and phone numbers;
- (b) details relating to your employment;
- (c) your date of birth;
- (d) proof of your date of birth (including, but not limited to, driver's licence, passport, birth certificate);
- (e) your participation in any activity or event organised by AHG EXPO;

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- (f) your opinions, statements and endorsements collected personally or via surveys and questionnaires, including but not limited to your views on the products and services offered by AHG EXPO; and
 - (g) if you are requesting products or services from us or we are purchasing goods or services from you, then any relevant payment or billing information (including but not limited to bank account details, direct debit, credit card details, billing address, repayment information and invoice details).
- 2.3 As much as possible or unless provided otherwise under this privacy policy, we will collect your information directly from you. If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why. Notwithstanding the foregoing, AHG EXPO may receive personal information about you from its partners (Clubs Qld, ClubsNSW and CMAA).
- 2.4 When you engage in certain activities, such as entering a contest or promotion, filling out a survey or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.
- 2.5 Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information we may be unable to provide or effectively provide our services to you.

3. Use and disclosure of personal information

- 3.1 We will only use or disclose your personal information for the primary purposes for which it was collected or as consented to and/or as set out below.
- 3.2 You consent to us using and disclosing your personal information to facilitate a purpose in connection with:
- (a) if required, the verification of your identity;
 - (b) the verification of your date of birth, if applicable;
 - (c) the provision of our products and services to you;
 - (d) your participation in any activity or event organised by AHG EXPO;
 - (e) to facilitate the administration, management and improvement of AHG EXPO, including but not limited to:
 - (1) the use of your personal information in the administration and management of AHG EXPO;
 - (2) communications between partners, including but not limited to email communication;
 - (3) any annual general meetings and other board and shareholder meetings of AHG EXPO;

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- (f) the administration, management and improvement of our products and services, including charging, billing, credit card authorisation and verification, checks for financial standing, credit-worthiness (including but not limited to undertaking an assessment for credit loss and obtaining credit references, if applicable), fraud and collecting debts and business systems and infrastructure;
- (g) marketing, updates and promotional activities by us and our related bodies (including by direct marketing messages) such as our customer loyalty programs and newsletters;
- (h) to provide customer service functions, including handling customer enquiries and complaints;
- (i) to offer you updates, or other content or products and services that may be of interest to you;
- (j) our compliance with applicable laws;
- (k) the sale, and matters in connection with a potential sale, of our business or company to a third party; and
- (l) any other matters reasonably necessary to continue to provide our products and services to you.

3.3 We may also use or disclose your personal information and in doing so we are not required to seek your additional consent:

- (a) when it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your personal information to be used or disclosed for such a purpose;
- (b) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- (c) if we have reason to suspect that unlawful activity has been, or is being, engaged in; or
- (d) if it is required or authorised by law.

3.4 In the event we propose to use or disclose such personal information other than for reasons in 3.1, 3.2, and 3.3 above, we will first seek your consent prior to such disclosure or use.

3.5 If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us on the details set out at the top of this policy and we will ensure the relevant communication ceases. Any other use or disclosure we make of your

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personal information will only be as required by law or as permitted by the *Privacy Act 1988* or by this privacy policy or otherwise with your consent.

4. Organisations to which we may disclose your personal information

- 4.1 We may disclose your personal information to organisations outside of KENO AHG EXPO 2015. Examples of organisations and/or parties that your personal information may be provided to include:
- (a) Clubs Australia and Clubs New Zealand, and member clubs of Clubs Australia and Clubs New Zealand;
 - (b) offshore service providers, if any;
 - (c) related entities and subsidiaries of AHG EXPO;
 - (d) third parties, such as trade suppliers, sponsors of AHG EXPO or sponsors of events run by AHG EXPO; and
 - (e) our contractors and agents, including but not limited to our professional advisors such as accountants, solicitors and auditors or other companies who assist us in providing our products and services to you.
- 4.2 Your personal information is disclosed to these organisations and/or parties only in relation to the goods or services we provide to you or for a purpose permitted by this privacy policy.
- 4.3 We take such steps as are reasonable to ensure that these organisations and/or parties are aware of the provisions of this privacy policy in relation to your personal information.

5. Direct Marketing

- 5.1 You expressly consent to us using your personal information, including any email address you give to us, to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) (**Direct Marketing Communications**) which we consider may be of interest to you.
- 5.2 Without limitation clause 5.1, if it is within your reasonable expectations that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your personal information for the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.
- 5.3 If at any time you do not wish to receive any further Direct Marketing Communications from us, you may ask us not to send you any further information about products and services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the “unsubscribe” facility included in the email or by contacting us on the details set out at the top of this policy.

6. Photographs and Closed Circuit Television

- 6.1 We use closed circuit televisions (CCTV) at certain locations throughout our premises (e.g. entry and exit) and surrounding areas. The CCTV is integral to our security system and CCTV images are stored for a minimum “retention period” of 28 days (unless an incident is identified, in which

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case the images are archived and retained for a minimum period of one year after the retention period unless they are given to the relevant authority (e.g. police or OLG investigator). The CCTV footage must be archived if requested by the relevant authority.

- 6.2 You should note that if an incident occurs at the venue, CCTV footage for the period leading up to, during and following the incident must be archived and where no incident has been identified, the CCTV footage is automatically deleted within 30 days after the retention period.)
- 6.3 We may take photographs of you attending our premises, and we may wish to use them for marketing and advertising purposes. Unless you advise us otherwise, you expressly agree and consent to the use of any photographs, which may include you, for the aforementioned purposes, without compensation.

7. Cross Border Disclosure

- 7.1 Any personal information provided to AHG EXPO may be transferred to, and stored at, a destination outside Australia, including but not limited to New Zealand and the United States of America, where we may utilise overseas data and website hosting facilities or have entered into contractual arrangements with third party service providers to assist AHG EXPO with providing our goods and services to you. Personal information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.
- 7.2 By submitting your personal information to AHG EXPO, you expressly agree and consent to the disclosure, transfer, storing or processing of your personal information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to personal information. However, we will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this privacy policy.
- 7.3 The *Privacy Act 1988* requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your personal information outside of Australia do not breach the privacy principles contained within the *Privacy Act 1988*. By providing your consent, under the *Privacy Act 1988*, we are not required to take such steps as may be reasonable in the circumstances. However, despite this, we acknowledge the importance of protecting personal information and, as set out above, have taken reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this privacy policy.
- 7.4 If you do not agree to the transfer of your personal information outside Australia, please contact us via the details set out at the top of this document.

8. Data quality and security

- 8.1 We have taken steps to help ensure your personal information is safe. You will appreciate, however, that we cannot guarantee the security of all transmissions or personal information, especially where the Internet is involved.
- 8.2 Notwithstanding the above, we will take reasonable steps to:-
- (a) make sure that the personal information we collect, use or disclose is accurate, complete and up to date;

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- (b) protect your personal information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and
- (c) destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

8.3 However, the accuracy of personal information depends largely on the information you provide to us, so we recommend that you:

- (a) let us know if there are any errors in your personal information; and
- (b) keep us up-to-date with changes to your personal information (such as your name or address).

9. Access to and correction of your personal information

9.1 You are entitled to have access to any personal information relating to you which we possess, except in some exceptional circumstances provided by law. You are entitled to access and edit such information unless we are required by law to retain it or permitted to retain it in accordance with this privacy policy. However, we may keep track of past transactions for our accounting and audit requirements. Furthermore, it may be impossible to completely delete your information because some information may remain as backups.

9.2 If you would like access or correct any records of personal information we have about you, you are able to access, update and correct that information (subject to the above) please contact us on the details set out at the top of this policy.

10. Consent

10.1 By using our website or by accepting the terms of one of our terms and conditions which refer to this privacy policy, you are agreeing to the terms of this privacy policy.

10.2 We reserve the right to modify our privacy policy as our business needs require. We will notify you of such changes (whether by direct communication or by posting a notice on our website), after which, your continued use of our products, services or website or your continued dealings with us shall be deemed to be your agreement to the modified terms.

10.3 If you do not agree to our continued use of your personal information due to the changes in our privacy policy, please contact us via the details set out at the top of this document.

11. Privacy Complaints

11.1 We have put in place an effective mechanism and procedure to resolve privacy complaints. We will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision.

11.2 If you have any concerns or complaints about the manner in which we have collected, used or disclosed and stored your personal information, you can tell us by contacting us (address above).

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11.3 In order to resolve a complaint, we:

- (a) will liaise with you to identify and define the nature and cause of the complaint;
- (b) may request that you provide the details of the complaint in writing;
- (c) will keep you informed of the likely time within which we will respond to your complaint;
- (d) will inform you of the legislative basis (if any) of our decision in resolving such complaint

11.4 We will keep a record of the complaint and any action taken in a privacy register.

Date of Effect: 1 January 2019