# Kedron-Wavell Limited Policy

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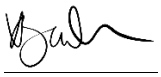
| Policy Title: PRIVACY POLICY | Policy Number: COM004 |
| Effective Date: 9th December 2024 | Applicable to: Patrons and Staff |
| Approved Date: 1st December 2024<br>*(Revision Date): 1st December 2025* | Approved by: General Manager  |

**Privacy Policy**
*Kedron-Wavell Limited*

We at Kedron-Wavell Limited value your privacy and are committed to protecting your personal information. This policy outlines how we collect, use, and safeguard your information across our clubs: Kedron-Wavell, The Sands Social, and The Sands Bowlo.

**1. What Information We Collect**

We may collect the following personal information when you interact with us. This could include:

- Your name, contact details, and date of birth.
- Membership details and preferences.
- Your product, spend and service preferences.
- Your image and biometric information.
- Feedback, surveys, or correspondence with us.
- Any information required by law (e.g., proof of age).

**2. How We Collect Information**

We gather personal information in the following ways:

- When you sign up as a member or renew your membership *(please note that we do not store your Drivers License).*
- When you visit our clubs or participate in our events and activities, including our draws and promotions.
- Transacting with our inhouse systems including Point of Sale systems, online membership sales system, ticketing systems, gaming payouts via EFT, gaming machines and associated equipment, foyer terminals, EFTpos and ATM terminals. *(please note that we do not store card numbers for EFTpos or ATM transactions).*
- Through image and audio capture on our CCTV and personal devices (used by Duty Managers & Security)
- Through image and biometric capture in our Facial Recognition system
- Through your interactions on our websites, social media platforms and via phone services (SMS).
- When you apply for employment or provide services to us.

**3. How We Use Your Information**

Your information is used to:

- Provide club services and benefits, such as membership rewards.
- Communicate with you about events, offers, and updates.
- Improve our services and tailor them to your preferences.
- Manage our Safer Gambling Program
- Manage our Property and Staff safety program
- Meet our legal and regulatory obligations.

**4. Who We Share Your Information With**

We do not sell your personal information. However, we may share it with:

- Trusted service providers (e.g., IT support, gaming systems providers) for operational purposes if required by law.
- Government agencies or regulators if required by law.

**5. How We Protect Your Information**

We take reasonable steps to keep your information secure, including:

- Storing data on protected systems.
- Restricting access to authorised personnel only.
- Regularly reviewing our security measures.
- Regularly reviewing the relevance of data stored and deleting when no longer required.

**6. Your Rights**

You have the right to:

- Access and update your personal information.
- Opt out of marketing communications at any time.
- Request the deletion of your information, where possible under the law.

**7. Contact Us**

If you have any questions about this policy or your personal information, you can contact us at:

- **Email**: info@kedron-wavell.com.au
- **Phone**: 07 3359 9122
- **Address**: 21 Kittyhawk Drive, Chermside, Qld 4032