

Privacy Policy

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1. BETTING.CLUB PTY LTD

betting.club Pty Ltd (“BC”) is a 100% Australian owned and operated organisation that is dedicated to providing a range of services to Australian clients.

2. PRIVACY POLICY OF BETTING.CLUB

This policy describes how BC (“we” or “us”) collects and deals with the personal information and data that you provide to us in the course of your relationship with us.

BC reviews its Privacy Policy periodically and reserves the right to modify this policy at any time without notice. A ‘date of last update’ will indicate the date of the last time it was updated and you should check this date occasionally to see if there have been any changes. We will publish any changes to this Privacy Policy on our website at www.betting.club. By continuing to use our website or services, or by continuing to provide us with your personal information after these changes have been published on our website, you confirm your acceptance of these changes.

3. COLLECTION OF PERSONAL INFORMATION

BC will collect and hold the following personal information:

- All identification including email addresses, residential and postal addresses, telephone numbers, date of birth, usernames and passwords and other information provided during the registration process or subsequently updated by you;
- Information provided to us by third parties including affiliate partners and clubs, verification partners, associated companies and entities and referrers;
- Verification information and details provided by yourself and third parties which may include details or copies of your driver’s licence, passport, utility bills, gender, credit cards and other information about lifestyle or betting frequency information;
- Records of telephone calls, web chat sessions, emails and other correspondence between you and BC;
- Cookies will be used to collect information (such as your website preferences) and saved on your computer to facilitate the provision of BC services to you. There is more information about cookies below;
- Details about the device used to contact or visit our website including device type and browser used, date and time of any requests made or time of log-in or visits to the BC website, the IP address and location of any device making the request from our web server; and
- Your responses to competitions and other promotions and other preferences collected by BC.

BC may collect personal information from you in a variety of ways, including when you:

- visit our website, a BC social media page (for example, the BC Facebook page), and any other webpage that we own and manage;
- register for a member account on our website or when you manage/change your account information;
- contact us by phone, email, post or via the website;
- subscribe to receive our newsletter or promotional materials or sign up to a mailing list;
- participate in surveys, competitions or other promotional activities.

BC may also collect your personal information from third parties when permitted or required by law. This may include (but is not limited to), the collection of your personal information from law enforcement agencies and other government entities or from financial providers such as banks or credit providers.

From time to time, you may be able to visit our website or deal with us anonymously or by pseudonym. However, please be aware that, if you do not provide us with certain information that we require, we may not be able to provide you with the products and/or services that you seek.

4. HOW WE USE OF PERSONAL INFORMATION

BC may collect and use the information collected in order to:

- Process customer applications and provide services to our customers including processing bets, establishing and assisting you to manage your account, processing card and online payments and generally to perform our obligations under BC Terms and Conditions.
- Meet our statutory obligations under the Know Your Customer (**KYC**), taxation and other legal obligations which may involve sending your personal information to third parties to help the verify the accuracy of the data you have supplied to us;
- To monitor transactions to assist in the prevention of fraud, money laundering and breaches of the BC Rules;
- Send information about our products, special offers and services to our customers;
- Meet our obligations under law, including (but not limited to) the supply of your personal information (including betting and financial transactions) to the N.T. Racing Commission and other government and regulatory bodies and authorities (including the police and governing racing and sports bodies) in order to calculate any taxes or product fees that may be applicable or to assist in the prevention of, or investigations into, fraud, money laundering or sports integrity
- The clients information may be passed to a credit reporting agency for the purpose of verifying your identification using the electronic verification service;
- If BC fails to verify the clients identification when using the services provided by the credit reporting agency, the client will be notified of the failed verification attempt;
- In the event of a change of business ownership, merger, sale or other business transaction, transfer your personal information to a successor entity;
- Build personal profiles in order to undertake customer research for competitions, special offers and establish customer profiles;
- Respond to your submissions, questions, comments, requests or complaints, or to otherwise provide you with customer services;
- Conduct our internal business and management processes, for example accounting or auditing purposes; and
- Monitor transactions and actions in order to assist in fraud prevention, money laundering, cheating, irregular betting and detecting suspicious activities or suspicious use of the BC website, products or services including breaches of the BC Rules.

From time to time, we may use your personal information for the purposes of marketing materials from betting.club, including marketing materials from any business in the Playup Group (and its related bodies corporate) of our services/products or to inform you of new products, promotions or events that we believe you may be interested in. By opting -in to receive direct marketing material from betting.club, including marketing materials from any business in the Playup Group (and its related bodies corporate) we may use your personal information to inform you about products or services or about promotional activities which betting.club believes may be of interest or benefit to you. betting.club, including marketing materials from any business in the PlayUp Group (and its related bodies corporate) may do this via email, SMS, MMS, telephone or mail.

If you would like to stop receiving any of these marketing communications, you can opt out by:

- changing your preferences via your member account on our website;
- writing to us at the Contact Details below and informing us that you no longer wish to receive these marketing materials;
- clicking the “unsubscribe” link at the bottom of any direct marketing email.

5. WHEN DATA MAY BE DISCLOSED TO THIRD PARTIES

BC may disclose personal information to third-parties in certain circumstances including (but not limited to) the following:

- To disclose information to organisations who assist in the provision of BC services and who assist us in the management of our business or operation of our website. This may include (but is not limited to), disclosure to third parties who provide BC with services relating to address confirmation, customer verification, marketing and analytical analysis, payment processing, webhosting services, cloud storage providers or business support services;
- To disclose information to our affiliate partners, clubs and associated companies to allow us to promote our products and services and/or allow these entities to promote their services on our website;
- To communicate with your own club (where applicable) to facilitate the transfer of points or bonuses as may be offered from time to time by either your own club or BC;
- To disclose information to a credit-reporting agency in accordance with our obligations under law;
- To our professional advisors, including lawyers, accountants, tax advisors and auditors; or
- Where required, to share information we hold on you including personal data and betting information with the N.T. Racing Commission as well as any other statutory, law enforcement, regulatory, government and sporting bodies or organisation, to comply with our legal, regulatory and contractual requirements.

6. THIRD-PARTY PRIVACY OBLIGATIONS

Before BC does disclose any personal information to a third-party we:

- Ensure that the third party has a Privacy Policy of their own;
- Require the third party to agree to our Privacy Policy; and
- Ensure they agree that your data will not be used for any other purpose other than the express purpose that it is supplied to the third party.

7. SECURITY AND RETENTION OF INFORMATION AND DATA

We will take such steps as are reasonable in the circumstances to maintain the integrity and store securely your personal information to protect it from interference, misuse and loss and from unauthorised use, access, modification or disclosure.

In order to protect your personal information we use a number of security measures to protect personal information. For example we use Secure Socket Layer (SSL) technology, encrypted payment gateways, firewalls etc.

Your personal information will be retained whilst your account is active and generally for seven years after closure of your account in accordance with, or as required by law.

8. CROSS BORDER AND OVERSEAS DISCLOSURE

BC utilises the latest 'Cloud' technology based upon Microsoft Azure and accordingly, BC may disclose personal information to them for our own business purposes. Whilst the personal data is not processed or used by Microsoft or their data storage providers, your personal information may be transmitted and stored in one of their secure locations outside of Australia either on a temporary basis or more permanent basis.

For example, BC will take reasonable steps to ensure that any storage location that your data resides will be ISO 27001 certified or equivalent compliant. Microsoft Azure undertakes annual certification against the ISO 27001 security standard, the Cloud Security Alliance Cloud Controls matrix and the Payment Card Industry (PCI) Data Security Standards (DSS). For further information, go to: <http://azure.microsoft.com/en-us/support/trust-center/compliance/>

By providing us with your personal information, or by otherwise using our website, products or services, you consent to the disclosure of your personal information to these overseas recipients. By consenting to this overseas disclosure, you acknowledge and accept that:

- (a) BC will not be accountable under the Privacy Act 1988 for any breach of your privacy by an overseas recipient; and
- (b) You will not be able to seek redress from BC under the Privacy Act 1988 for any breach of your privacy by an overseas recipient.

9. RECORDING OF TELEPHONE CALLS

All telephone calls and other correspondence are recorded for training and security purposes as well as assisting with the resolutions of any disputes or queries you may have arising from the services provided to you.

10. COOKIES

Cookies are small text files that may be placed on your computer or other device by websites when you visit them. They allow BC to recognise you on a subsequent visit by that device and allow us to deliver a more personalised experience by providing information to us. Cookies are essential for some website functions and these functions will not work in the absence of those cookies.

You can use the browser privacy functions to clear the cookies already on your computer or to block cookies in the future by altering the browser privacy settings, however this may cause some of the website functionality to cease working correctly.

If you register with us and continue to use our website, you are agreeing to the use of cookies.

11. ACCESS TO AND CORRECTION OF PERSONAL INFORMATION

We take such steps as are reasonable in the circumstances to ensure that the personal information we collect, hold, use and disclose is accurate, complete and up-to-date.

The Privacy Act allows individuals to seek access to and/or the correction of the records containing their personal information that are managed by BC.

Some of this personal information can be readily corrected by logging onto your customer account on the website whilst other information such as change of name or date of birth can only be changed by supplying appropriate supporting documentation from a government source.

If you would like to access, update or correct the personal information we hold about you, you will need to contact us via one of the methods in the “Contact Us” section below and inform us that you wish to access or correct your personal information.

Once we receive your request for access or correction, we will endeavour to respond to your request within a reasonable period after the request is made.

12. COMPLAINTS

If you have any concerns or complaints about a breach of your privacy or the way we have handled your personal information, please contact us using the Contact Details listed below and informing us of your complaint.

We will then investigate your complaint and endeavour to provide you with our response within a reasonable time after receiving your complaint. If, after receiving our response, you still consider your privacy complaint remains unresolved, you may then, for example, refer your concern to the Privacy Commissioner.

13. THIRD PARTY LINKS

Our website may contain links to other third party websites. Please be aware that these third party websites are not subject to this Privacy Policy or our privacy standards and procedures, and we are not responsible for the content or privacy of these sites. You will need to contact these third party sites directly, to obtain their privacy policies.

14. ACCEPTANCE

By using our products or services or by visiting and using our website or by otherwise providing us with your personal information, you confirm your acceptance of the terms of this Privacy Policy and consent to the handling of your personal information as set out in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the website or otherwise provide us with your personal information.

15. CONTACT DETAILS

You can contact us to make a request for access or correct personal information, lodge a complaint or request to opt out of receiving marketing communications. You can contact us in a number of ways as follows:

- By email to: privacyofficer@cluballsports.com.au;
- By Post to;
Privacy Officer
betting.club Pty Ltd
PO Box 5020
ALEXANDRIA NSW 2015
- By telephone on: 1800 258 225

16. DATE OF LAST UPDATE

The betting.club Privacy Policy was last updated on 10 September 2015.