



Privacy Policy

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Purpose

The **Illawarra Sports Stadium Ltd. ['ISS']** trading as **Illawarra Sports & Community Precinct [ISCP]** is committed to providing quality services to customers and this policy outlines our ongoing obligations regarding ongoing management of your Personal Information.

ISCP has adopted the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988 (Cth)* (the **Privacy Act**). A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/> .

Objective

The objective of this policy is to outline the way in which ISCP collects, uses, discloses, stores, secures and disposes of your Personal Information.

Scope

This Privacy Policy applies to individuals whose Personal Information is collected by ISCP, including customers, visitors to our facilities, users of our website, and other members of the public.

References

- ▶ Privacy Act 1988
- ▶ Australian Privacy Principles (APP's)
- ▶ Spam Act 2003

Definitions

Cookie - is a piece of information that an Internet web site sends to a computer browser when a user accesses information at that site. Cookies are either stored in memory (session cookies) or placed on the hard disk (persistent cookies).

Personal information - information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable. Common examples include: individual's name, signature, residential or internet protocol (IP) address, telephone number, email address, date of birth, and commentary or opinion about a person.

Sensitive information – this is Personal Information that includes information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, 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, and genetic information (that is not otherwise health information). Generally, sensitive information has a higher level of privacy protection than other Personal Information.

What Personal Information is collected, and why

Personal Information is obtained in many ways including correspondence, telephone calls, email communications, use of our website www.iscp.com.au, payment

transactions, publicly available sources, cookies and information provided by third parties. ISCP does not guarantee website links or policy of authorised third parties.

Your Personal Information is collected for the primary purpose of providing our services, providing information to users, and in marketing our services. ISCP may also use Personal Information for secondary purposes closely related to the primary purpose, in circumstances where such use or disclosure would be reasonably expected. Users may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When ISCP collects Personal Information, we will - where appropriate and where possible - explain why the information is being collected and how we plan to use it.

Sensitive Information

Sensitive information will be used by ISCP only:

- ▶ For the primary purpose for which it was obtained (for example, to allow our staff to deal with person-specific health conditions)
- ▶ For a secondary purpose that is directly related to the primary purpose
- ▶ With your consent or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, ISCP will collect Personal Information only from its source. However, in some circumstances ISCP may be provided with information by third parties. In such a case we will take reasonable steps to ensure that the person to whom it pertains is made aware of the information provided to us by the third party.

Disclosure of Personal Information

Personal Information may be disclosed in limited circumstances, including the following:

- ▶ Third parties where you consent to the use or disclosure; and
- ▶ Where required or authorised by law.

Security of Personal Information

Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When Personal Information is no longer needed for the purpose for which it was obtained, ISCP will take reasonable steps to destroy or permanently de-identify Personal Information. However, most of the Personal Information is - or will be - stored in client files, which will be kept by ISCP for a minimum of seven (7) years.

Access to Personal Information

Users may access the Personal Information ISCP holds about them to update and/or correct it, subject to certain exceptions. To access your Personal Information, please contact us in writing.

ISCP will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

To protect Personal Information, ISCP may require identification before releasing the requested information.

Maintaining the Quality of Personal Information

It is an important to ISCP that Personal Information is up to date. ISCP will take reasonable steps to make sure that Personal Information is accurate, complete and up to date. If it is discovered that the information held by ISCP is not up to date or is inaccurate, please advise ISCP as soon as practicable so records can be updated to ensure continuation of quality services.

Data Disposal

ISCP will destroy or de-identify Personal Information as soon as reasonably practicable once it is no longer required to satisfy the purpose for which it was collected. However, we may in certain circumstances be required by law to retain personal information. In this case Personal Information will continue to be protected in accordance with this Policy. If ISCP destroys Personal Information, it will be done by taking reasonable steps and using up-to-date techniques and processes.

ISCP website, Website Analytics & Social Media

When visiting the ISCP website (www.iscp.com.au), the site server makes a record of the visit and may record the following information for statistical and administrative purposes: the user's IP address (to provide access to the site, identify malicious actors, track errors, etc.); the date and time of the visit to the site (this is important for identifying the website's busy times and ensuring maintenance on the site is conducted outside these periods); pages accessed and documents downloaded (this indicates to ISCP which pages or documents are most important to users and also helps identify important information that may be difficult to find); duration of the visit (this indicates to ISCP how interesting and informative the ISCP site is to users); the type of browser used (this is important for browser specific coding); and to optimize the ISCP web site, we may collect computer operating system, browser type, device type and screen resolution.

Our website may use Google Analytics, a service that transmits website traffic to servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and usage. By using our website, you consent to the processing of data about you by Google in the manner described in the Google Privacy Policy, and for the purposes set out above.

You can opt out of Google Analytics if you disable or refuse the Cookie, disable JavaScript or use the opt-out service provided by Google.

ISCP also uses interfaces with social media sites such as Facebook, LinkedIn, X (Twitter), Instagram and others. If you choose to 'like' or 'share' information from the ISCP website through those services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to the ISCP website with other Personal Information.

Complaints

If there are any questions about this Policy or a belief that ISCP has at any time failed to keep a commitment to handle Personal Information as required by the Privacy Act or the APPs, please contact ISCP immediately using the following contact details:

Privacy Officer - ISCP

Phone: (02) 4272 8651

Email: info@iscp.com.au

ISCP will respond and advise whether it agrees with your complaint, or not. If ISCP does not agree, it will provide reasons. If ISCP does agree, it will advise what (if any) action is appropriate to take in response. If users are still not satisfied after having contacted ISCP and giving a reasonable time to respond, then ISCP suggests contacting:

The Office of the Australian Information Commissioner

Phone: 1300 363 992

Mail: GPO Box 5218 Sydney NSW 2001

Email: enquiries@oaic.gov.au

Review and Updates

This Privacy Policy will be reviewed annually and updated periodically to ensure it reflects best practices and aligns with any changes in relevant legislation.

Contact

For questions about this policy, contact the **General Manager** or **the Company Secretary** by email at info@iscp.com.au or by calling (02) 4272 8651 during office hours.