

PRIVACY POLICY – NEWGREENS CHATSWOOD

Newgreens Chatswood is managed by Clublinks Management Pty Ltd pursuant to agreements entered into with the relevant property owners and stakeholders. In this Policy, 'we', 'us', and 'our' refer to Clublinks Management Pty Ltd as the operator of Newgreens Chatswood.

We are committed to protecting your privacy and ensuring that any personal data collected and stored by or on behalf of Newgreens Chatswood is handled responsibly and in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*. This Privacy Policy outlines:

- What personal information we collect
- How and why we collect it
- How we use and disclose it
- How we protect it
- Your rights to access and correct your information

For further information, visit www.oaic.gov.au or contact the Office of the Australian Information Commissioner on 1300 363 992.

Collection of Personal Information

We collect personal information only when necessary to:

- Provide services and facilities at Newgreens Chatswood
- Respond to enquiries
- Improve customer experience
- Fulfil legal, regulatory, and operational requirements

Examples include membership applications, booking forms, event registrations, and feedback or incident reports. We may also collect information from third parties such as staff referrals or partner organisations to identify individuals who may benefit from Newgreens Chatswood offerings.

Website Usage & Cookies

When browsing our website, we do not collect personally identifiable information unless you voluntarily submit it. We use cookies to understand site usage patterns and improve functionality. These cookies do not identify you unless you provide personal information directly.

Sensitive Information

We do not collect sensitive information as defined under the Privacy Act—such as health, religion, ethnicity, or sexual orientation—unless legally required or with explicit consent.

Use & Disclosure of Personal Information

We use personal information for the purpose it was collected, typically to:

- Deliver services

- Manage memberships
- Respond to enquiries

We may use or share your information to enhance service delivery, such as updating contact details across systems or coordinating with service providers. We may engage third-party providers who require access to personal information, including:

- IT support
- Payment processors
- Regulatory bodies

These partners are contractually bound to uphold strict privacy standards and use your data only for the agreed purpose.

Access & Correction

You may request access to your personal information or ask for corrections if you believe it is inaccurate or outdated. To do so, contact us via email at info@newgreenschatswood.com.au and provide sufficient identification and details of your request.

We reserve the right to refuse access or correction if legally justified but will provide reasons and allow you to submit a statement of dispute.

Data Security

We implement robust security measures to protect personal information from misuse, interference, loss, and unauthorised access. Access is restricted to staff and contractors who require it for operational duties.

Policy Updates

We may update this Privacy Policy from time to time. Any changes will be published on our website. By continuing to engage with Newgreens Chatswood, you acknowledge and accept the terms of the current Privacy Policy.

Contact Us

For questions, concerns, or requests regarding this Privacy Policy, please contact Newgreens Chatswood via email at info@newgreenschatswood.com.au