

ANZ Retired Officers' Club (Victoria) – Privacy Policy

Effective August 2025

1. Our Commitment to Privacy

ANZ Retired Officers' Club (Victoria) (“ANZROC”, “we”, “our”) values the privacy of our members and is committed to protecting your personal information.

We comply with the **Privacy Act 1988 (Cth)**, including the **Australian Privacy Principles (APPs)**, which set out how personal information must be collected, used, disclosed and managed.

2. What Personal and Sensitive Information We Collect

We may collect the following personal information about you:

- Name and contact details (mailing address, telephone number, email address)
- Date of birth or age
- Employment details with ANZ (start and departure dates, position held)
- Profession, occupation or role
- Membership and participation information (applications, meeting attendance, events)

From time to time, members may voluntarily provide **sensitive information**, such as health information (e.g. for inclusion in newsletters or welfare updates). Sensitive information is only collected with your express consent and handled with extra care.

3. How We Collect Information

We usually collect information directly from you when you:

- Apply for or renew membership
- Communicate with us (by phone, email, post or online)
- Participate in ANZROC events or activities
- Submit material for newsletters or other club communications

4. Why We Collect, Hold, Use and Disclose Information

We collect, hold and use your information for purposes including:

- Administering your membership and maintaining accurate member records
- Sending newsletters, birthday cards, annual subscriptions requests, updates, event invitations and other communications
- Coordinating welfare support and community engagement activities
- Complying with our Rules and By-Laws
- Meeting any legal or regulatory requirements

We will not use or disclose your personal information for another purpose unless:

- You have consented, or
- You would reasonably expect us to use or disclose it in that way, or
- We are required or authorised by law.

5. Disclosure of Information

We may disclose your personal information to:

- ANZROC committee members and office bearers who need the information to carry out their duties
- Service providers engaged by ANZROC (such as IT support, mailing houses or web hosting providers)
- Other parties, but only with your consent

We do not sell or rent member information.

We do not currently disclose personal information overseas. If this changes, we will update this policy.

6. Direct Communications and Newsletters

We may send you newsletters, event invitations and other member communications. You may opt out at any time by contacting us.

If sensitive information (such as health updates) is to be included in newsletters, we will only do so with your express consent.

7. Security and Retention

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. Information may be stored in electronic or hard copy form.

We retain your information only for as long as reasonably necessary for club purposes or as required by law. When no longer required, information is securely destroyed or de-identified.

8. Access and Correction

You may request access to personal information we hold about you, or ask for it to be corrected if inaccurate, incomplete or out of date.

In limited circumstances, we may refuse access (for example, if providing access would breach another person's privacy). If so, we will explain why.

9. Complaints

If you believe we have not handled your personal information properly, please contact our Membership Officer using the details below.

We will acknowledge and investigate your complaint and aim to resolve it promptly.

If you are not satisfied with our response, you may also contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au or on 1300 363 992.

10. Contact Us

ANZ Retired Officers' Club Victoria

Email: secretary@anzroc.net.au

Mail: ANZ Retired Officers' Club Victoria PO Box 579 Malvern VIC 3144

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website or upon request.