

Privacy Policy

Croatian House

Croatian Community Centre (QLD) Limited ACN 010 100 973 ABN 41 010 100 973

trading as Croatian House · 210 Dunn Road, Rocklea QLD 4106

Version 1.0 · Effective as of 27 July 2026

1. INTRODUCTION

- 1.1 This document sets out the privacy policy of Croatian Community Centre (QLD) Limited ACN 010 100 973 ABN 41 010 100 973, including where we trade or are known as 'Croatian House' and 'The Croatian Club Brisbane' (referred to in this privacy policy as '**we**', '**us**', '**our**' or '**the Club**').
- 1.2 We are a not-for-profit company that operates a licensed function, event and community venue at 210 Dunn Road, Rocklea, Queensland, together with membership, cultural, sporting and community activities.
- 1.3 We take our privacy obligations seriously and we have created this privacy policy to explain how we collect, store, maintain, use and disclose personal information.
- 1.4 We handle personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**). Where the Privacy Act does not apply to us, we nevertheless commit to handling personal information in accordance with this policy as a matter of good governance.
- 1.5 By providing personal information to us, by entering our premises, or by attending a function or event held at our premises, you consent to our collection, storage, maintenance, use and disclosure of personal information in accordance with this privacy policy.
- 1.6 We may change this privacy policy from time to time by posting an updated copy on our website. We encourage you to check our website regularly to ensure you are aware of our most current privacy policy.

2. WHO THIS POLICY APPLIES TO

- 2.1 This policy applies to personal information we handle about:
 - (a) members and applicants for membership;
 - (b) venue hire clients, event organisers and their nominated representatives;
 - (c) guests, attendees and visitors to our premises;
 - (d) suppliers, contractors, licensees and their personnel;
 - (e) employees, volunteers, office holders and applicants for employment or volunteer roles;
 - (f) donors, sponsors and community partners; and
 - (g) any person who contacts us, enquires with us, or uses our website or online presence.

3. TYPES OF PERSONAL INFORMATION WE COLLECT

- 3.1 The personal information we collect may include the following:
 - (a) name;
 - (b) mailing or street address;
 - (c) email address;
 - (d) telephone number, social media details and other contact details;
 - (e) age and date of birth;
 - (f) credit card, bank account or other payment information;
 - (g) information recorded from identification documents for the purpose of age verification or entry control;
 - (h) information about your business, organisation or personal circumstances;
 - (i) information provided in connection with surveys, questionnaires, feedback and promotions;

- (j) your device identity and type, IP address, geo-location information, page view statistics, advertising data and standard web log information;
- (k) information about third parties, including guests and suppliers; and
- (l) any other information provided by you to us via our website or our online presence, or otherwise required by us or provided by you.

3.2 In addition, and depending on your relationship with us, we may collect:

- (a) **Members and applicants:** membership category and number, date of joining, subscription and payment history, attendance and voting at general meetings, nominations and elections, correspondence with us, and records of any disciplinary or conduct matter;
- (b) **Venue hire clients and event organisers:** event type, date and times, expected and final guest numbers, run sheets, floor and seating plans, catering and beverage selections, nominated suppliers and entertainment, quotation, invoice, bond and payment records, signed agreements, and records of any breach of the terms of hire;
- (c) **Guests and attendees:** your name where it appears on a guest list, seating plan or reservation, dietary requirements and allergies, information collected for the purposes of age verification, CCTV footage, incident and first aid records, and records of refusal of entry or removal from the premises;
- (d) **Suppliers, contractors and licensees:** business and contact details, ABN, insurance certificates of currency, licences, permits and accreditations (including liquor, security, responsible service of alcohol, food safety and, where applicable, working with children clearances), personnel names, and banking details for payment;
- (e) **Employees, volunteers and applicants:** resumes and applications, referee comments, qualifications and licences, results of background or clearance checks where lawfully required, emergency contact details, and payroll, superannuation and taxation information.

4. SENSITIVE INFORMATION

- 4.1** Some of the information we collect is ‘sensitive information’ under the Privacy Act. This may include health information such as dietary requirements, food allergies and intolerances, medical conditions relevant to first aid or the safe conduct of an event, and, in some contexts, information about cultural, religious or association membership.
- 4.2** We collect sensitive information only where it is reasonably necessary for one or more of our functions or activities and you have consented, or where the collection is required or authorised by law.
- 4.3** Dietary, allergy and medical information is used only to plan and deliver catering and beverage service, to manage risks at your event, and to respond to a medical emergency. We disclose it only to the personnel who need it for those purposes — including our kitchen, catering, bar and security personnel — and to emergency services where necessary.

5. CCTV AND SECURITY MONITORING

- 5.1** Our premises are monitored by closed circuit television (CCTV) for the purposes of patron and staff safety, security of persons and property, compliance with our liquor licence and other legal obligations, and the investigation of incidents, complaints, claims and breaches of our terms of hire.
- 5.2** Signage is displayed at entry points to notify you that CCTV is in operation.
- 5.3** CCTV recordings are held securely, access is restricted to authorised officers and personnel, and recordings are overwritten in the ordinary course of business after approximately 30 days unless retained for the purposes of an incident, complaint, insurance claim, legal proceeding or lawful request.
- 5.4** We may disclose CCTV recordings to the Queensland Police Service, the Office of Liquor and Gaming Regulation, other regulators, our insurers, our legal advisers, and our licensed security contractors, where reasonably necessary for a purpose set out in clause 5.1 or where required or authorised by law.

6. PHOTOGRAPHY, FILMING AND RECORDING

- 6.1** We may photograph, film or record functions, member events, community activities and our venue for record keeping, promotional and marketing purposes.
- 6.2** Where an image or recording clearly identifies an individual and we propose to use it in marketing material, we will seek that individual's consent (or the consent of a parent or guardian where the individual is a child). Where an event organiser engages their own photographer or videographer, the organiser is responsible for informing their guests.
- 6.3** If you would prefer that an image of you not be used, or would like an image removed, please contact us using the details in clause 19 and we will take reasonable steps to accommodate your request.
- 6.4** Hirers, guests, performers and media may capture their own photographs and recordings at our premises. We are not responsible for how those parties handle that material.

7. HOW WE COLLECT PERSONAL INFORMATION

- 7.1** We may collect personal information either directly from you, or from third parties, including where you:
- (a) contact us through our website, by email, telephone, SMS or social media;
 - (b) submit an enquiry, booking request or online form;
 - (c) attend a site inspection, meeting or tasting with us;
 - (d) request a quotation or proposal, or enter into an agreement with us;
 - (e) receive goods or services from us;
 - (f) apply for or renew membership, or attend a general meeting;
 - (g) attend our premises as a guest, visitor, patron or supplier — including through guest lists, reservations, age verification at the point of entry, and CCTV;
 - (h) supply goods or services to us, or apply for employment or a volunteer role; and
 - (i) interact with our website, social applications, services, content and advertising.
- 7.2** We may also collect personal information about you from an event organiser or hirer — for example, where a hirer provides us with a guest list, seating plan or dietary requirements. Where a hirer or organiser provides us with personal information about other people, that hirer or organiser is responsible for ensuring they are entitled to do so and that those people have been made aware of this policy.
- 7.3** We may collect personal information from third parties including referees, suppliers, contractors, credit and identity verification providers, regulators, insurers, publicly available sources and public registers.
- 7.4** We may collect personal information when you use or access our website or our social media pages. This may be done through the use of web analytics tools, 'cookies' or other similar tracking technologies that allow us to track and analyse your website usage. Cookies are small files that store information on your computer, mobile phone or other device and enable and allow the creator of the cookie to identify when you visit different websites. If you do not wish information to be stored as a cookie, you can disable cookies in your web browser.
- 7.5** We may use Google Analytics to collect and process data, including when you use third party websites or apps. To find out more, see *How Google uses data when you use our partners' sites or apps* at google.com/policies/privacy/partners.

8. WHY WE COLLECT, HOLD AND USE PERSONAL INFORMATION

- 8.1** We collect, hold and use personal information for the following purposes:
- (a) to respond to your enquiries and to prepare quotations, proposals and agreements;
 - (b) to enter into, administer and perform venue hire agreements, bookings, functions and events;
 - (c) to plan, coordinate and deliver catering, beverage, bar, security, audiovisual, entertainment and other event services;
 - (d) to provide information about you to our contractors, employees, consultants, agents, licensees and other third parties for the purpose of providing goods or services to you, or to the person or organisation hiring our venue;

- (e) to process payments, deposits, bonds, invoices and refunds, to assess and apply bond deductions, and to recover amounts owing to us;
- (f) to administer membership, subscriptions, general meetings, nominations and elections, and to maintain the register of members required under the *Corporations Act 2001* (Cth);
- (g) for record keeping, administrative, accounting, audit, governance and board and committee reporting purposes;
- (h) to manage the safety and security of persons and property, to conduct age verification and entry control, to investigate and record incidents, complaints and breaches, and to manage risk, insurance and claims;
- (i) to comply with our legal and regulatory obligations, including under liquor licensing, work health and safety, food safety, child safety, taxation, charities and not-for-profit, and corporations legislation;
- (j) to resolve disputes, to obtain legal advice, and to establish, exercise or defend legal claims, or to enforce our agreements with you or with third parties;
- (k) to send you marketing and promotional messages and other information that may be of interest to you and for the purpose of direct marketing (in accordance with the *Spam Act 2003* (Cth)). In this regard, we may use email, SMS, social media or mail to send you direct marketing communications. You can opt out of receiving marketing materials from us by using the opt-out facility provided (for example, an unsubscribe link);
- (l) to send you administrative messages, reminders, notices, updates, security alerts and other information requested by you;
- (m) to improve and optimise our service offering, our venue and the guest experience; and
- (n) to consider an application from you for employment, a volunteer role, membership or a supply arrangement.

9. WHO WE DISCLOSE PERSONAL INFORMATION TO

9.1 We may disclose your personal information to:

- (a) our functions and events management contractor and its personnel;
- (b) our bar and beverage operator and its personnel;
- (c) licensed security providers engaged in connection with our premises or your event;
- (d) catering, kitchen, audiovisual, entertainment, cleaning, waste, equipment hire and other suppliers, to the extent reasonably necessary to plan and deliver your event or to operate our venue;
- (e) our own contractors, employees, consultants, agents and licensees;
- (f) payment processors, banks, bookkeepers and accounting service providers;
- (g) cloud and software providers, including customer relationship management, venue and event management, electronic signature, email, document storage and accounting platforms;
- (h) our professional advisers, including lawyers, accountants, auditors, insurers and insurance brokers;
- (i) debt collection and credit reporting agencies, where an amount is owing to us;
- (j) the Queensland Police Service, the Office of Liquor and Gaming Regulation, Brisbane City Council, work health and safety regulators, the Australian Taxation Office, the Australian Securities and Investments Commission, the Australian Charities and Not-for-profits Commission and other government or regulatory bodies, where required or authorised by law;
- (k) a member of the Club exercising a right to inspect or obtain a copy of the register of members under the *Corporations Act 2001* (Cth);
- (l) a proposed or actual purchaser, funder, or successor in connection with a sale, restructure or transfer of all or part of our operations; and
- (m) any other person where you have consented, or where the disclosure is required or authorised by law.

9.2 We disclose only the personal information that is reasonably necessary for the relevant purpose, and we require our contractors, suppliers and licensees to handle personal information in a manner consistent with this policy and to use it only for the purpose for which we provided it.

9.3 We do not sell personal information.

- 9.4** We may disclose your personal information to cloud providers, contractors and other third parties located inside or outside of Australia. If we do so, we will take reasonable steps to ensure that any overseas recipient deals with such personal information in a manner consistent with how we deal with it.

10. DEALING WITH US ANONYMOUSLY

- 10.1** You may deal with us anonymously or by pseudonym where it is lawful and practicable to do so — for example, when making a general enquiry. We are generally unable to deal with you anonymously where you wish to make a booking, enter into an agreement, apply for membership, make a payment, or gain entry to a licensed event.

11. SECURITY

- 11.1** We take reasonable steps to ensure your personal information is secure and protected from misuse, interference, loss and unauthorised access, modification or disclosure. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. Physical records are held in restricted areas of our premises. However, we cannot guarantee the security of your personal information.

12. HOW LONG WE KEEP PERSONAL INFORMATION

- 12.1** We retain personal information only for as long as it is reasonably necessary for the purposes set out in this policy, or for as long as we are required to retain it by law — including financial and corporate records that must be retained under the *Corporations Act 2001* (Cth), and incident, safety and licensing records retained under work health and safety and liquor legislation.
- 12.2** When personal information is no longer needed and we are not required to retain it, we take reasonable steps to destroy it or to de-identify it.

13. DATA BREACHES

- 13.1** If we suspect that a data breach involving personal information has occurred, we will act promptly to contain and assess it. Where a breach is likely to result in serious harm to any individual whose personal information is involved, we will notify the affected individuals and the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches scheme under the Privacy Act.

14. AUTOMATED DECISION MAKING

- 14.1** We do not currently use computer programs to make, or to substantially assist in making, decisions using your personal information that could reasonably be expected to significantly affect your rights or interests. If this changes, we will update this policy to describe the kinds of personal information used, the kinds of decisions made, and how those decisions are made.

15. DIRECT MARKETING AND HOW TO OPT OUT

- 15.1** You may ask us at any time not to use or disclose your personal information for direct marketing purposes, and to tell you where we obtained your information. You can do this by using the unsubscribe facility in any marketing message, or by contacting us using the details in clause 19. We will action your request within a reasonable period. You may still receive administrative and operational messages relating to a booking, membership or event.

16. LINKS TO OTHER WEBSITES

- 16.1** Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites and we suggest you review the privacy policies of those websites before using them.

17. REQUESTING ACCESS TO OR CORRECTING YOUR PERSONAL INFORMATION

- 17.1** If you wish to request access to the personal information we hold about you, please contact us using the contact details set out below, including your name and contact details. We may need to verify your identity before providing you with your personal information. In some cases, we may be unable to provide you with access to all

of your personal information and, where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe, and ordinarily within 30 days.

17.2 If you think that any personal information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the contact details set out below and we will take reasonable steps to ensure that it is corrected.

17.3 We do not charge a fee for making a request for access or correction. We may charge a reasonable fee for the cost of retrieving and supplying the information, and we will tell you the amount before we incur it.

18. COMPLAINTS

18.1 If you wish to complain about how we have handled personal information held by us, please contact our Privacy Officer using the details set out below, including your name and contact details. We will acknowledge your complaint, investigate it promptly and respond to you within a reasonable timeframe, ordinarily within 30 days.

18.2 If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner: telephone 1300 363 992, online at oaic.gov.au, or by post to GPO Box 5218, Sydney NSW 2001.

19. CONTACT US

19.1 For further information about our privacy policy or practices, or to access or correct your personal information, or to make a complaint, please contact us using the details set out below:

Privacy Officer	The Privacy Officer, Croatian Community Centre (QLD) Limited
Post	210 Dunn Road, Rocklea QLD 4106
Email	privacy@croatianhouse.com.au
Telephone	(07) 2113 5908

This privacy policy is effective as of 27 July 2026.