PRIVACY POLICY

1. PURPOSE

Newcastle Jockey Club ('**NJC**') is committed to establishing and maintaining a framework for the collection, use and disclosure, security, access, and correction of the Private Information NJC collects, uses, and disclose, by complying with its obligations under the *Privacy Act 1988 (the Act)*.

The purpose of this Policy is to explain how NJC collects, uses, stores, discloses and manages personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This Policy also explains how individuals may access or correct their personal information, withdraw consent to marketing communications and make a privacy complaint.

2. COLLECTION OF PERSONAL INFORMATION

NJC complies with the Australian Privacy Principles and continually works toward ensuring such steps are taken as are reasonable to protect the information that we hold from misuse, interference, loss, unauthorised access, modification, or disclosure.

NJC collects information in order to comply with the Australian Privacy Principles requirements specific to:

- Processing of employee and potential employee information;
- Processing of NJC membership applications;
- Meeting of statutory requirements as per regulatory body racing NSW guidelines and objectives conducive to the promotion, strategic development, and welfare of the horse racing industry in NSW;
- Contacting NJC members and visitors about events and activities planned by NJC; and
- Promoting NJC products, services, sponsors, and partners.

In addition, NJC collects, uses, and discloses, holds, and destroys personal information related to its functions and activities, including:

- Ticketing, facilities, and dining;
- Marketing;
- Racecourse operations;
- Events;
- Competitions;
- Customer service; and
- Newsletter subscription.

Personal information collected, how it is used and the purpose of collection in keeping with the Australian Privacy Principles is detailed in **Appendix 1**.

2A. DIRECT MARKETING COMMUNICATIONS

NJC may use personal information to communicate information regarding:

- Race meetings;
- Events and entertainment;
- Hospitality offerings;

- Membership opportunities;
- Competitions and promotions;
- Food and beverage experiences;
- Venue news and updates; and
- Other products and services offered by Newcastle Racecourse.

Communications may be sent via:

- Email;
- SMS;
- Telephone;
- Direct mail;
- Digital advertising platforms; and
- Other communication channels permitted by law.

NJC will only send marketing communications where permitted by law and in accordance with this Privacy Policy.

2B. UNSUBSCRIBE AND WITHDRAWAL OF CONSENT

Individuals may opt out of receiving marketing communications at any time.

Marketing emails and SMS communications issued by NJC will include an unsubscribe or opt-out mechanism where required by law.

Opting out of marketing communications will not prevent NJC from sending service-related communications such as:

- Ticket confirmations;
- Event information;
- Membership notices;
- Safety notifications;
- Operational updates; or
- Communications relating to products or services already purchased.

2C. THIRD-PARTY SERVICE PROVIDERS

NJC may engage third-party service providers to assist with:

- Ticketing and event registrations;
- Membership administration;
- Customer relationship management;

- Email and SMS communications;
- Marketing automation;
- Advertising;
- Survey distribution;
- Data analytics;
- Website operation; and
- Other business functions.

These providers may have access to personal information only to the extent required to perform services on behalf of NJC.

2D. WEBSITE ANALYTICS AND COOKIES

NJC may use cookies, website analytics tools, pixels and similar technologies to improve website functionality, measure website performance, understand visitor behaviour and support advertising and marketing activities.

Information collected through these technologies may be associated with information held by NJC in accordance with this Privacy Policy.

3. ACCESS TO PRIVATE INFORMATION

Requests for access or correction to Private Information held by NJC is to be forwarded to our Chief Executive Officer by telephone on 02 4961 1573 or by writing to PO Box 30 Broadmeadow NSW 2292.

4. COMPLAINTS ABOUT A BREACH OF THE AUSTRALIAN PRIVACY PRINCIPLES

You may contact the Chief Executive Officer to discuss any concerns over our handling of your Private Information by calling 02 4961 1573.

Alternately, you may lodge a complaint in writing with the Chief Executive Officer by completing a **Privacy Complaint Form** (**Appendix 2**).

NJC's Chief Executive Officer will consider all complaints objectively and will:

- Acknowledge receipt of complaint in writing;
- Conduct an initial assessment of the complaint;
- Investigate or engage an appropriate investigator to investigate the complaint;
- Make a determination as to whether NJC has breached an Australian Privacy Principle;
- Consider a remedy or action to be taken and
- Communicate the decision to the person making the complaint within 30 days of receiving the complaint (where possible).

5. REVISION HISTORY

Rev	Date	Revision Description	Approved
1	2014	Initial Policy	CEO
2	1/9/2023	Full Review of Policy	CEO
3	23/4/2025	Full Review of Policy	CEO
4	23/10/2026	Full Review of Policy	CEO

6. APPENDICES

Appendix 1 – Collection and Use of Personal Information by NJC

Kinds of Personal Information Collected	How Personal Information is collected	Purpose for which Personal Information is collected	How the Personal Information is disclosed (with consent where required)	Will the Personal Information be disclosed overseas
NJC Membership				
Name, address, date of birth, contact details, occupation, membership of other clubs and associated disciplinary action convictions, bankruptcy status, proposer and seconders contact details.	Membership Application Forms	Invitations to events, AGM and associated member notices, direct marketing of promotions and special offers	May be disclosed to third- party data analysis companies and companies who provide goods and services specific to NJC including printing, advertising and ticketing	Not unless otherwise stated
NJC Race Day ticketing, facilities, and dining				
Members contact details, guest name and contact details, payment credit card	Booking facilities race day tickets, parking, function bookings and dining bookings	To facilitate ticketing and bookings	May be disclosed to third- party data analysis companies and companies who provide goods and services specific to NJC including printing, advertising and ticketing	Not unless otherwise stated
General Admission				
Customer and other guests name and contact details	Via NJC or a third-party ticketing company engaged by NJC to sell race day tickets	To facilitate ticketing and venue bookings	May be used to communicate information regarding race meetings, events, memberships, hospitality, offerings, competitions, promotions and other NJC products and services by email, SMS and other communication channels where permitted by law.	Not unless otherwise stated

Marketing				
Images/photographs	Official NJC endorsed photographers operating in public areas during race days and Events	To promote NJC membership and ticket sales	May be used on promotional material and in the media	Not unless otherwise stated
Competitions				
Race Day race book competitions	Entry Forms provided in race books on the day	To facilitate the draw	May be used for future event, competition and promotional communications reating to NJC products and services.	Not unless otherwise stated
Fashions on the field entry forms	Competition registration	May be used for direct marketing	May be used to communicate future race meetings, competitions, fashions events, hospitality offerings and promotional activities conducted by NJC.	Not unless otherwise stated
NJC Racecourse Operations				
Trainer and Bookmaker name, contact details, Currency Certificate/s and Racing NSW Licence/Registration number and expiration date	NJC Application to Train/ Operate form	To confirm eligibility to Train/Operate on course	May be disclosed to Racing NSW and NJC Insurer	Not unless otherwise stated
Workplace Health and Safety				
Name, contact details, witness details, incident details, injury details	NJC Incident report	To record and investigate as required the incident, and control risks	May be used to manage and improve NJC WHS procedures	Not unless otherwise stated
Newsletter and e-news				
Name, contact details	Subscription data on NJC Membership application form, Feedback forms from Venues and Events, social media	To communicate NJC news, event information, race meeting updates, promotions, hospitality offers, memberships and related	May be disclosed to third- party data analysis companies and companies who provide goods and services specific to NJC including printing, advertising and	Not unless otherwise stated

	submission	marketing communications.	ticketing	
Events				
Name, contact details	Customer surveys	To collect customer feedback, improve customer experiences, develop products and services and communicate future events, hospitality and promotional opportunities.	May be disclosed to third- party data analysis companies and companies who provide goods and services specific to NJC including printing, advertising and ticketing	Not unless otherwise stated
Recruitment				
Name, contact details, work history, references	CV and cover letter	To determine suitability for the interview process	Reference checks and HR process staff	Not unless otherwise stated
Worker Details				
Name, contact details, bank details, Tax File Number,	Employment contract	Establish a contractual arrangement, process payroll inclusive superannuation and entitlements	May be disclosed to a third-party payroll and audit services provider	Not unless otherwise stated
NJC Board of Directors				
Name, address, and contact details,	Ballot process and membership database	Compliance with NJC Constitution, ASIC and Racing NSW in respect to provision of Director Information	May be disclosed to governance authorities including Racing NSW, ASIC	Not unless otherwise stated

Appendix 2 – Privacy Complaint Form

You need to read this before lodging a Privacy Complaint.

This form will assist you to make a complaint about the handling of your personal information under the Privacy Act 1988.

NJC can only consider complaints made about a person's private information from the person themselves (or an authorised representative of the person).

Any information collected on this form may be used or disclosed for the purpose of the investigation process but only if it is relevant to the complaint.

Allegations made about a third person's actions may be put to them.

Write clearly so that we can get a full understanding of the issue and we are able to contact you.

If you require any further information or have any questions about the privacy or the complaints process, contact the NJC's Admin. Operations Manager on 02 4961 1573.

ABOUT YOU

Name	
Address	
Phone Number	
Email Address	

I WANT TO APPOINT A REPRESENTATIVE TO ACT ON MY BEHALF

Name of Representative	
Relationship	
Phone Number	
Email Address	

ABOUT THE ISSUE

What Happened? Remember to include: • When & where it happened • Details of anyone involved. • What impact it had on you • What remedy or action you are seeking

SUPPORTING DOCUMENTATION

Any Attachments?	
Are there any documents that you Can give us that may help us Investigate?	Attachment 1 …….. Attachment 2 ……..

LODGING YOUR COMPLAINT

Private & Confidential
The Chief Executive Officer
Newcastle Jockey Club
PO BOX 30
Broadmeadow NSW 2292

SIGNATURES

Signature	
Name	
Date	

7. REVISION HISTORY

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