

Club Draws Privacy Policy

This privacy policy sets out how Club Draws uses and protects any information that you give us when you use this website. This policy is part of that commitment to comply with all associated legislation.

Club Draws is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Club Draws is a data processor providing administration services to good causes via subscription draws.

Club Draws may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you understand any changes.

This policy is effective now.

You acknowledge that you have read and accepted the terms of this policy and consent to your personal information being used as set out below.

What we collect

We may collect the following information from yourself:

- name and address
- contact information including email address and telephone number
- any other information relevant to your enquiry

What we do with the information we gather

We require this information to answer your enquiry, and in particular for the following reasons:

- notify you about the services that we provide
- notify you about related services that we feel you may benefit from knowing about

We may need to retain your information for a number of years after your initial enquiry for legal and regulatory purposes. However, we will only hold information in accordance with our registration.

We may also need to share your data with partners for the effective response to your query. However please note we will never sell your data.

Lawful basis for processing your data

Legal obligations.

Some of the personal information that we request from yourself is to meet our obligations relating to our relevant laws that we are required to meet.

Contract.

When you opt to sign up for services with ourselves to amongst other things administer your the draw. To enable us to fulfil this contract we require your personal data.

Consent.

This means that you have given us clear consent to process your personal data to meet our obligations.

Legitimate Interest.

At certain times we have a Legitimate Interest to process your personal data. Where this is used we'll ensure that our Legitimate Interests are proportional and do not compromise your personal data rights.

Security

We are committed to ensuring that your information is secure at all times whilst it is within our control. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We are certified to a number of industry standards including an external security audit.

Card details are never stored on our systems but during the payment process are encrypted to the industry standard of 128-bit SSL to meet our commitment to the payment card industry data security standards.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

HotJar and Google Analytics

We use Hotjar in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users' experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on

our users' behaviour and their devices (in particular device's IP address (captured and stored only in anonymized form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), preferred language used to display our website). Hotjar stores this information in a pseudonymized user profile. Neither Hotjar nor we will ever use this information to identify individual users or to match it with further data on an individual user. For further details, please see Hotjar's privacy policy by clicking on this [link](#).

You can opt-out to the creation of a user profile, Hotjar's storing of data about your usage of our site and Hotjar's use of tracking cookies on other websites by following this [opt-out link](#).

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the boxes that you can click to indicate that you are happy for the information to be used to contact you for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at hello@club-draws.com

You may request details of personal information which we hold about you, If you would like a copy of the information held on you please write to Club Draws, PO Box 1108. Mona Vale NSW 1660.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

In certain circumstances you have what is known as a right to erasure this is where you can request that some or all of your data is removed from our data files. This may be because we no longer need the data for the purpose it was gathered or we have processed your data unlawfully. If this is the case please contact us by writing to the above address or by e-mailing us at hello@club-draws.com

Please note however that we not be able to comply with your request where it is a legal requirement that your data is maintained on our system.