

PRIVACY STATEMENT

NEXT GENERATION CLUBS NZ LIMITED
TRADING AS NEXT GEN AUCKLAND DOMAIN



Next Generation Clubs NZ Limited (trading as Next Gen Auckland Domain) (“we” or “us” or “our”) respects your privacy and we are committed to the protection of personal information.

The purpose of this Privacy Statement is to let you know how we collect, use and disclose personal information. This Privacy Statement is in addition to the terms and conditions of membership and in the Club Rules and Regulations (together the ‘Club Terms and Rules’). In the event of any inconsistency between this Privacy Statement and the Club Terms and Rules, this Privacy Statement prevails.

Collection

We collect personal information so that we can provide you with our services and products and to manage our activities. We only collect personal information that is relevant. If your personal information is not supplied we may not be able to provide you with our services and products.

The type of personal information we collect will depend upon the reason for its collection. Generally, for the provision of health and fitness services this may include address and contact details, date of birth, next of kin, health service provider details and medical record details. If you are interested in our services and products, the type of information we collect will include financial details.

We collect personal information about you in a number of ways including:

- directly from you, such as when you:
- contact us about our services or products;
- complete a membership application form;
- subscribe to our newsletters or mailing lists;
- enter your personal details on our website (for example during registration or application for membership);
- provide information by phone or in documents sent by fax or email;
- enter promotions, competitions or giveaways; or
- make a payment or donation to us;
- from other health professionals;
- from organisations which we might be working together with when providing you with services or products;
- from your representatives including guardians, trustees, executors and attorneys;
- from publicly available sources of information;
- from our own records of your dealings with us; or
- when legally required to do so.

Where reasonable and practicable, we collect personal information directly from you rather than a third party. In an emergency, we may need to collect information from a family member, friend, carer or other person.

We may use the services of credit reporting agencies on an on-going basis to ensure you meet our membership criteria and have the ability to pay all membership fees, and may exchange information about you with those agencies, including default information. Those agencies may retain that information and provide that information to other customers who use their credit reporting services.

Use & Disclosure

Except as provided for in the case of our direct debit service provider below, personal information which we have collected for a particular purpose will not be used for any other purpose, unless the purpose is directly related to the purpose for which we collected the information.

Personal information which we collect may be used by us (and our employees, officers, agents and contractors):

- to identify you;
- in providing services or products to you and the administration and management of those services and products and any contract you enter into with us;
- to provide you with information about our services and products;
- to develop and improve our services to you;
- to carry out marketing, promotional and publicity purposes including direct marketing, market research and survey;
- to keep our website relevant and of interest to users;
- for fundraising purposes;
- in undertaking risk assessment and management; or
- in gathering data and disclosing data to third parties such as:
- insurance brokers and insurers;
- financial institutions including our own bankers;
- our professional advisors, including our accountants, auditors and lawyers;
- affiliate groups, such as Tennis Auckland;
- service providers; and
- industry groups having a legitimate reason to receive such information; and
- to achieve any other purpose which is stated to you at the time of collection or that you otherwise authorise,

as necessary from time to time for our organisation’s functions.

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We may disclose information about you, including your personal information, to our related entities and affiliates (including subsidiaries, successors, assigns, agents and associates) for the purposes set out above and they may also use your personal information for those purposes. Personal information which we collect may be provided to our direct debit service provider and used by that provider for the purpose of providing its services.

If you provide us with personally identifiable information, you may receive from time to time, telephone calls, SMS, emails or letters containing information about us. You agree to receiving emails and letters from us including information not only on the areas of interest you have indicated but all types of news and information on our services and products. If you do not want to receive them, please contact us. You may be asked to indicate your preference to receiving promotional material, when submitting information to us.

We may employ other companies or individuals to assist us in providing our services, or to provide certain services such as analysing customer lists, providing marketing assistance or consulting services. These third parties may have access to information needed to perform their function but, except in the case of the direct debit service provider as referred to above, cannot use that information for other purposes.

We do not provide any personal information to any third parties other than where required by law or as set out in this Privacy Statement.

We will not sell, trade or rent your personal information to others. We may provide aggregate statistics on our customers and users of our website to third parties such as advertisers, but these statistics will include no personally identifying information.

Security

Any personal information that you provide to us will be collected and held by us or on our behalf. Our address is 1 Tennis Lane, Auckland 1010, New Zealand.

All reasonable steps are taken to ensure that all information is treated confidentially, kept secure and protected against unauthorised use, modification or disclosure and is maintained only for the purpose for which it is intended. However, no method is completely secure, and while we take all reasonable measures we cannot ensure or warrant the security of any information we collect from you. You are responsible for ensuring your Internet browser and computer system are secure (including, but not limited to, free and secure from viruses) and can support any security measures we use to protect your personal information.

Anonymity

Where possible, we give you the opportunity to deal with us anonymously. We may not however be able to provide you with our full range of services and products if you do not provide us with your personal information.

Access

You have the right to access, and request correction of, your personal information under the Privacy Act 1993 to ensure that it is accurate, relevant, up-to-date and complete. If you believe that any of your personal information is incorrect, please let us know. There is no fee for requesting access to your information, however, we may charge you the reasonable cost of processing your request.

We may decline access to your personal information in special circumstances, such as where allowing you access would be likely to prejudice your physical or mental health, involves disclosure of the affairs of another person or if we believe that your request for access is unlawful, frivolous or vexatious or the information requested is trivial.

Contact Us

If any personal information you submit changes, please update that information by contacting us.

We may from time to time make changes to this Privacy Statement. Alterations will be made in accordance with the procedures set out in the Club Rules and Regulations. The latest version of our Privacy Statement is available on our website.

Requests for information about our Privacy Statement are welcomed. For further information on our Privacy Statement please contact: The Privacy Officer by mail at Next Gen Auckland Domain, 1 Tennis Lane, Auckland 1010 or telephone (09) 348 5600.