

# PRIVACY POLICY

Christchurch Casino is committed to protecting the personal information we may collect from and about you, and with meeting our responsibilities under the Privacy Act 2020.

This policy sets out how we will collect, use, disclose and protect your personal information under the following headings:

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## WHAT PERSONAL INFORMATION DOES CHRISTCHURCH CASINO COLLECT, AND WHY?

The kind of personal information we collect is directly related to the interactions we have with you. As a rule, we collect and use personal information about you to advise of and provide a range of products and services.

The main reason we collect this information is to assist in identifying ways in which we can provide you with a better service or experience, such as providing you with information regarding our products and services more effectively.

We may also collect personal information so we can contact you directly to advise of upcoming events, competitions and offers or to notify of change of event details or replacement of lost tickets or gift cards. We may also need some of this information in order to process your payment (for example, if you pay by credit card online) or for regulatory compliance, e.g. to assist in preventing and minimising any harms from problematic gambling in line with our Host Responsibility Programme.

Some examples include:

As a member of our loyalty programme “The Players Club”.

When you sign up to become a member of The Players Club we ask for personal information about you. This information may include:

- Name, address and other contact details like your telephone number;
- Electronic addresses such as email;
- Date of birth and identity confirmation details;
- Any preferences you tell us about.

As a member of the Players Club we will also collect information about your visits to our Casino including how often you visit, your expenditure and the type of gaming you enjoy. The Players Club also has a linked App that we can use to interact with you should you wish to sign up to this channel of communication.

Unless you tell us otherwise, Christchurch Casino may use personal information about you for marketing and research purposes.

If you no longer wish to receive marketing material you can let us know about this at any time – all you need to do is contact Christchurch Casino, by sending an e-mail to [emailus@christchurchcasino.co.nz](mailto:emailus@christchurchcasino.co.nz)

Please note that we may still need to use your personal information to provide you with the products you have requested as a customer.

#### If you purchase tickets or gift cards through our website

We need to collect personal information from and about you in order to process your purchase. This may include your name contact details and delivery address.

Payment details are managed by a separate third party provider. Christchurch Casino does not collect nor store any payment card details.

#### Video Surveillance and Facial Recognition

Our venue has a number of surveillance cameras which are used to monitor and record activities both internally and within the surrounding areas of our premises. In certain circumstances, we will retain surveillance footage, which may include image, audio and video recordings of you.

Christchurch Casino also uses facial recognition software in conjunction with our CCTV cameras and other publicly available sources to assist us in identifying individuals for a variety of reasons including those who may be subject to an exclusion order under the Gambling Act or other form of prohibition from our venue.

#### Regulatory Compliance

Christchurch Casino retains personal information and details of incidents and activities that may have or could lead to an exclusion order under the Gambling Act or other form of prohibition from our venue. We are also required to maintain records of certain transactions for Anti-Money Laundering and Countering Financing of Terrorism Act (AML/CFT) purposes or other legal requirements.

#### **HOW IS PERSONAL INFORMATION COLLECTED?**

As noted above we collect personal information in a variety of ways. In the main, and where possible, we will try to collect any personal information directly from you.

Additionally we may collect your personal information from third parties that you have authorised to provide such information to us, or that are required to provide such information in accordance with the law.

Some examples of the ways we collect personal information directly from you include when you:

- Sign up to our loyalty programme “The Players Club”;
- Register to receive marketing material and or use our App;
- Visit our premises or website;
- Enter into our promotions and or tournaments;
- Visit our website for an online purchase. NB From time to time this website may contain links to third party websites. We have no control over the content or privacy policies of such third party websites. The inclusion of links on this website does not imply that we have verified or endorsed the content of such linked third party websites;
- Apply for a job with us;
- Otherwise interact with us.

We may also collect your personal information from third parties. Some examples include:

- Social media databases (including Facebook, Twitter, LinkedIn and Instagram);
- Google analytics and other open source document providers;
- Third parties that run competitions or promotions that we may sponsor or participate in or who provide us with marketing databases which you have opted into;
- Recruitment agencies and/or recruitment software providers through whom you've applied for a role at Christchurch Casino;
- Other Casino operators that you have authorised to do so or in relation to gambling harm prevention;
- Regulatory authorities; and
- Fraud/identity checking and/or credit, and/or reference checks.

Christchurch Casino uses cookies to provide you with a better online experience. Cookies are small text files placed on your hard drive when you visit our website. They identify your computer and collect information such as your internet protocol (IP) address, domain name, internet service provider and general online behaviour (the content, images and advertisements you may select). Your internet browser will have an option to disable cookies, however doing so may limit the experience and services we are able to offer you.

#### **HOW IS PERSONAL INFORMATION USED AND DISCLOSED?**

Christchurch Casino uses your personal information to:

- Enhance your experience when visiting our venue or using our website or App;
- Process and administer your dealings with us as a customer
- As detailed above, to contact you if there is an event cancellation or change in event details, or for the replacement of lost tickets;
- Help in preventing and minimising any harms from problematic gambling;
- Disclose to and use by third party contractors and service providers to help us operate our business or provide a service to you. Christchurch Casino may disclose your personal information to third party contractors and service providers who help us operate our computer systems, provide us with fraud prevention services, send out our mail/email and clean collected data and who perform data analysis to group demographic attributes of individuals, such as "genres of likely interest".

Unless you tell us otherwise, Christchurch Casino may use personal information about you for marketing and research purposes.

#### **WILL PERSONAL INFORMATION BE GIVEN TO ANYONE ELSE?**

Christchurch Casino does not sell personal information. However, as explained above, we may disclose personal information about you in some circumstances. Christchurch Casino may disclose your personal information to third party contractors and service providers who help us operate our business or provide a service to you.

We may also disclose your information where required by regulatory bodies and law enforcement or to other Casino operators and Problem Gambling Service providers that you have authorised to do so or in relation to gambling harm prevention.

## **SECURITY OF PERSONAL INFORMATION**

Christchurch Casino protects the personal information it collects in secure databases, in proprietary data format, which can only be read using proprietary tools. We employ industry best practice standards to protect your personal information from unauthorised access or use.

Only authorised employees are able to access personal information and the level of access is role dependent. It is a condition of employment for our employees to treat personal information held by Christchurch Casino as confidential, and to maintain the confidentiality of that personal information. Authorised employees are also required to use secure logins and passwords when accessing Christchurch Casino systems.

We will contact you directly in the unlikely event of a privacy breach that we believe has caused serious harm to an affected individual or individuals, or is likely to do so. We will also advise the Privacy Commissioner.

## **ACCESS AND CORRECTION**

Under the Privacy Act, you have a right to seek access to information which Christchurch Casino holds about you. You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date.

You may request access to the information that Christchurch Casino has collected about you in person at our Players Club desk or by making your request in writing and sending it to us using the contact details below. Please include your phone number and enclose a copy of a form of identification such as a current driver's licence or passport with your request. Christchurch Casino policy is to consider any requests for access or correction within 21 days of receipt.

## **ONLINE PRIVACY ISSUES**

To the extent that this Privacy Policy applies to online privacy issues, it is to be read as forming part of the Terms of Use for our website.

## **ADDITIONAL PRIVACY INFORMATION AND HOW TO CONTACT CHRISTCHURCH CASINO**

Christchurch Casino will make this policy available to anyone who requests it. For further information about privacy issues and the protection of privacy visit the Privacy Commissioner's website at [www.privacy.org.nz](http://www.privacy.org.nz). If you feel that Christchurch Casino is not complying with this Privacy Policy, or if you have other privacy concerns, please contact our Privacy Officer (using the following contact details):

Email at <http://www.christchurchcasino.co.nz/contact-us>  
Telephone (03) 371 2453  
Letter to P.O. Box 4141, Christchurch 8140

Variation: We reserve the right to vary this Privacy Policy at any time. Any variation will be effective immediately upon posting of the amended Privacy Policy on the website.

This Privacy Policy is based on the Information Privacy Principles in the Privacy Act 2020.

Last updated 18 December 2020.