



Cumberland

## **Cumberland Country Golf Club Ltd**

### **Privacy Policy**

#### **Online Payments – Terms & Conditions**

At Cumberland Country Golf Club, we value the trust you place in us when providing your personal information. These Terms & Conditions govern the use of our website and outline our approach to privacy, security, refunds, and other key considerations for transactions made online.

#### **1. Privacy Commitment**

Cumberland Country Golf Club is committed to protecting your privacy in accordance with the Privacy Act 1988 and the National Privacy Principles.

We collect, store and use your personal information solely to enhance your experience and to deliver the services you have requested. Your privacy and the security of your data are of the highest priority.

##### **1.1 Types of Information Collected**

Depending on the nature of your interaction with us, the personal information we collect may include (but is not limited to):

- Full name
- Contact details (email address, phone number)
- Gender
- Date of birth
- Details of services or products requested
- Payment and billing information

##### **1.2 Use and Disclosure**

We will use your personal information for purposes including:

- Fulfilling your service or product requests
- Registering you for golf clinics, competitions, events or lessons
- Managing your club-related bookings
- Communicating upcoming events, news, and special offers (you may opt out at any time)

We do not sell or distribute your personal information to third parties for mailing or advertising purposes. Information may be shared with service providers contracted to us, but only under strict confidentiality and data protection terms.

In certain circumstances, such as legal obligations, safety concerns, or suspected unlawful

activity, we may disclose your information to relevant authorities or parties as permitted under law.

## **2. Refund Policy**

As a general policy:

- No refunds are provided on membership payments.
- Event or service-related refunds (e.g. clinics or rounds) may be considered only in extenuating circumstances and are at the discretion of Club Management.

For clarification or refund-related requests, please contact the Administration Office directly.

## **3. Delivery Policy**

All monetary transactions processed via this website:

- Are conducted in Australian Dollars (AUD)
- Are processed through a secure, encrypted payment gateway

Once payment is confirmed, you will receive an email receipt for your records. Any services purchased (e.g. event registration) will be confirmed via email or through our Pro Shop or Administration.

## **4. Security Policy**

Your online payment security is critically important to us. We utilise industry-standard security systems including:

- 128-bit SSL (Secure Sockets Layer) encryption
- Secure payment gateways

This level of encryption ensures that your financial and personal data remains protected during transmission. While no system is entirely infallible, we actively monitor and upgrade our infrastructure to align with best practice cyber security standards.

## **5. Terms of Use**

### **5.1 Acceptance**

Use of the site is subject to these Terms & Conditions. Your continued access or use constitutes agreement to be bound by them. These terms may be updated at any time without notice.

### **5.2 Disclaimer**

While we strive to ensure accuracy, the website may contain errors, outdated information, or typographical mistakes. Cumberland Country Golf Club makes no warranties regarding:

- The accuracy or completeness of the website materials
- The reliability of advice, opinions, or statements on the site
- Fitness of content or software for any particular purpose

All content is provided "as is". Use of this site is at your own risk.

## **6. Limitation of Liability**

Cumberland Country Golf Club shall not be liable for any:

- Direct or indirect damages
- Loss of business or data
- Business interruptions
- Any other incidental or consequential damages resulting from use or inability to use this site

This limitation applies even if we were advised of the possibility of such damages.

## **7. Indemnification**

You agree to indemnify and hold harmless Cumberland Country Golf Club, its staff, agents, and affiliates from any claims, damages, losses, or liabilities—including legal fees—arising from your misuse of the website or breach of these terms.

## **8. Links to Third Party Sites**

We may provide links to third-party websites for convenience or informational purposes.

These sites:

- Are not controlled or endorsed by Cumberland Country Golf Club
- May have separate privacy or data handling practices
- Are used at your own risk

We take no responsibility for content, practices, or security on external websites.

## **9. Access to Your Personal Information**

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or outdated details

Requests can be made through the Club Administration. No fee will be charged for access or correction requests.

## **10. Contact**

For further information about these Terms & Conditions or to submit a request regarding privacy or data handling, please contact: [admin@cumberlandgolf.com.au](mailto:admin@cumberlandgolf.com.au)