



**COFFS HARBOUR BRIDGE CLUB: ABN: 47 860 219 377**

**COFFS HARBOUR BRIDGE SUPER CONGRESS CLUB INC: ABN 28 726 121 486**

**Service description:**

The Coffs Harbour Bridge Club (the Club) is an incorporated association (since 1999) that runs daily duplicate bridge sessions from its own premises at City Hill Drive, Coffs Harbour, NSW. It is an affiliated bridge club to the New South Wales Bridge Association (NSWBA) which is one of the eight constituent members of the Australian Bridge Federation (ABF), the national body responsible for the promotion and organisation of contract bridge in Australia. In August, each year, the Club runs a national bridge tournament, the Coffs Coast Gold Congress (the Congress) over 6 days. It comprises events in which bridge players of all standards can compete. Entry is open only to active members of a club affiliated to the ABF who have an ABF membership number. All events are by pre-entry only either through a specific event website or by completing an entry form and submitting it in the required manner. The Congress is the subject of a sub-licence from the NSWBA which is itself subject to a licence agreement from the ABF.

**Privacy Policy**

The Club and the Congress regard privacy as an important part of their relationship with all players who enter their tournaments. The following privacy policy applies to all players and conforms to Internet privacy standards.

**1. Collection of Information:**

The Club and Congress only collect personal information on the specific event website when it is necessary for players to enter the Congress and associated events.

**2. Use and Disclosure of Information:**

Personal information will only be used or disclosed for its original purpose of collection.

### **3. Data Security and Storage:**

The Club and Congress will take all reasonable precautions to protect personal information so that it is not misused, lost or accessed by unauthorised people, modified or disclosed. The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

### **4. Clients (players) or authorised delegate Files:**

All clients or authorised delegates have the right of access to their own files.

### **5. Openness:**

The Club and Congress will document its practices for handling personal information for this purpose and make this information available to all who request it.

### **6. Access and Correction:**

The Club and Congress will take all reasonable steps to allow people to access their personal information unless the law does not allow it.

### **7. Sensitive Information:**

Collection of sensitive information will occur with an individual or authorized delegate's consent, unless the collection is; required by law to establish, exercise or defend a legal or equitable claim, or; necessary to prevent or lessen a serious or imminent threat to the life or health of the individual or authorised delegate who is the subject of the information.

### **8. Valid entry:**

Entries will only be accepted upon receiving full player information and payment is made in full. Partial or incomplete registrations/and payment will not be accepted.

## **9. Cancellation/Refund policy:**

All transactions are processed in Australian Dollars (AUD). For players who have submitted a valid entry and wish to cancel their entry the following conditions apply.

- Cancellations received more than 30 days prior to the start of the event will be fully refundable
- Cancellations received within 30-15 days prior to the start of the event will incur a 50% penalty unless full fee paying replacements are found.
- Cancellations received within 14 days prior to the start of the event will incur a 100% penalty unless full fee paying replacements are found.

It is the player's responsibility to find a suitable replacement/substitute although the organiser will make every effort to assist in the process. A suitable replacement/substitute will only be accepted once approved by the organiser

All cancellations/amendments must be made in writing and emailed to Jon Doland @ [jon@australiawideconferences.com.au](mailto:jon@australiawideconferences.com.au)

All valid refunds will be credited to the original credit card or bank account used to make the payment.

### **Delivery Policy:**

After entering any event online, you will receive an email confirmation from the Congress containing your entry details (if you have provided your email address). Players should be able to confirm receipt of their entry within 24 hours of submitting it by visiting the entry lists on the Congress webpage hosted on the [abfevents.com.au](http://abfevents.com.au) website. If you wish to query your entry please contact us.