

# Privacy Policy

**Silver Fawn Club**

**Last updated:** February 2026

The Silver Fawn Club (“we”, “us”, “our”) is committed to protecting your privacy and handling personal information in a transparent and responsible way. This policy explains how we collect, use, store, and protect personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This policy applies to information collected through our website **silverfawn.com**, our online forms, membership processes, events, and communications.

## 1. What personal information we collect

We collect only the information reasonably necessary to operate the Club, manage memberships, organise events, and communicate with members.

This may include:

### Personal details

- Full name
- Email address
- Phone number
- Postal address
- Preferred method of communication (email or post)

### Membership information

- Membership status and history
- Approximate year joined
- Event attendance and participation
- Newsletter preferences

### Optional demographic information

- Birth month and/or year (optional)
- Family details for membership or event purposes, including:
  - Children’s names
  - Approximate ages of children*(all optional and provided voluntarily)*

## Communications

- Enquiries submitted via website forms
- Responses to surveys or update forms
- Email communications with the Club

We do **not** intentionally collect sensitive information unless it is required for a specific purpose and voluntarily provided.

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## 2. How we collect personal information

We collect personal information when you:

- Submit a form on our website
- Join or renew a membership
- Register for events or activities
- Subscribe to newsletters or communications
- Contact us directly by email or phone

Information is generally collected directly from you.

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## 3. Why we collect personal information

We collect and use personal information to:

- Manage memberships and member records
- Organise events, activities, and communications
- Send newsletters and Club updates
- Maintain accurate historical and administrative records
- Respond to enquiries
- Meet legal and administrative obligations

Optional information (such as birth details or children's information) is used only to support community activities and is not required to participate in the Club.

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## 4. How we store and protect your information

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.

Your information may be stored and processed using the following services:

- **Zoho CRM, Zoho Forms, and Zoho Campaigns**
- **Google Sheets and Gmail**
- Website hosting provided by **Digital Pacific**

Access to personal data is limited to authorised Club office-bearers and administrators.

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## 5. Disclosure of personal information

We do **not** sell or rent personal information.

Personal information may be disclosed:

- To service providers that assist with Club administration and communications
- Where required or authorised by law

All reasonable steps are taken to ensure third-party providers handle information securely.

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## 6. Overseas disclosure

The Silver Fawn Club is based in Australia and primarily operates within Queensland.

Some service providers may store data on servers located outside Australia. Where this occurs, we take reasonable steps to ensure personal information is protected in line with Australian privacy standards.

We do **not** actively target or market to EU or UK residents.

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## 7. Accessing and correcting your information

You may request access to, or correction of, the personal information we hold about you by contacting us.

We will take reasonable steps to respond promptly and keep records accurate and up to date.

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## 8. Marketing and communications

You may choose whether to receive Club communications by email or post.

- Email communications include an option to unsubscribe at any time.
- Postal communications are sent only where requested or appropriate.

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## 9. Children's information

Information about children (such as names or approximate ages) is collected **only where voluntarily provided** by parents or guardians, typically for family memberships or event participation.

This information is used solely for Club-related purposes and is handled with care.

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## 10. Complaints

If you have a concern about how your personal information has been handled, please contact us first so we can attempt to resolve the issue.

If you are not satisfied, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

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## 11. Contact us

For questions, access requests, or privacy concerns, please contact:

**Silver Fawn Club**

Email: [secretary@silverfawn.com](mailto:secretary@silverfawn.com)

Website: <https://www.silverfawn.com/>