



Grand Casino and Grand Rewards Privacy Policy

Grand Casino's is committed to protecting our customers privacy and complies the Privacy Act 2020. This policy explains how we collect, protect your personal information and it applies to all personal information that we collect, process and store including contact details and activity undertaken at Grand Casino.

Agreement to Terms

By applying for Grand Rewards membership operated by Grand Casino, you agree to comply with the following terms and conditions and privacy statements.

Commitment to Privacy

Your privacy is paramount. We handle all personal information with strict confidentiality and will not use or share it unless:

- ♣ You agree or request us to do so.
- ♣ It is necessary to provide specific products or services to you.
- ♣ Required by law to disclose information to authorised agencies.

Accuracy of Information

You agree to provide true, accurate, and complete personal information when applying for Grand Rewards membership. You are entitled to ask Grand Casino, to correct any information that we hold about you that may be inaccurate.

Purpose of Information Collection

Under the AML/CFT Act 2009 and the Gambling Act 2003, Grand Casino must collect personal information (e.g., full name, date of birth, physical address, occupation, nature, and purpose) for customer due diligence and identity verification:

- ♣ Entry to the casino.
- ♣ When you apply for a Grand Rewards membership.
- ♣ For transactions of \$6,000 or more (or a series of smaller transactions that together will exceed the threshold)
- ♣ In any other applicable circumstances.

Your personal information can be collected for:

- ♣ Specific marketing activities, including assessing eligibility for products/services, sending newsletters, exclusive invitations, and promotional materials.
- ♣ Meeting AML/CFT Act 2009 and Gambling Act 2003 obligations.
- ♣ Complying with New Zealand and international laws.
- ♣ Preventing or investigating fraud, unlawful activity, misconduct, or threats.
- ♣ Data analysis to improve your responsible gambling experience.

Authorisation for Information Collection

By attending the casino and using our products and services, you authorise us to collect, obtain, hold, and use information about you, including customer due diligence information to:

- ♣ Verify the accuracy of information provided.
- ♣ Conduct initial and ongoing customer due diligence and monitoring as per the AML/CFT Act.
- ♣ Comply with other legal requirements.

Confidentiality and Security Measures

- ♣ Your information is securely stored in our Casino Management System (CMS) on-site and housed securely via cloud-based platform (hosted Amazon Web Services (AWS), Australia).
- ♣ Written applications are scanned to our Casino Management System and paper applications received kept in a secure locked environment until confidentially destroyed.
- ♣ We retain personal information for a minimum of seven years (or depending on the legislation), with some data kept indefinitely unless database clearing is required.

Disclosure of Information

Your personal information may be shared with:

- ♣ Relevant staff providing products or services.
- ♣ You, upon request under the Privacy Act 2020.
- ♣ Problem Gambling Service providers, upon your request.
- ♣ Other casinos and gaming businesses if you are an excluded patron.
- ♣ Government departments/agencies legally authorised to compel information disclosure.

Non-Disclosure to Third Parties

We do not sell your personal information to any companies or organisations for marketing purposes.

Legal Compliance

To comply with laws in New Zealand, we may share information to prevent fraud, money laundering, or other crimes.

Access and Correction Rights

You can access or correct your personal information at any time by visiting the Cash Desk with appropriate identification. A reasonable fee may apply for access to your information.

