



# Grand Casino and Grand Rewards Privacy Statement

## Summary

### 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.

### Legal Compliance

Under the AML/CFT Act 2009, 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:

- ♣ 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.

### Authorisation for Information Collection

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.

### Purpose of Information Collection

Your personal information is collected primarily for:

- ♣ Specific marketing activities, including assessing eligibility for products/services, sending newsletters, exclusive invitations, and promotional materials.
- ♣ Meeting AML/CFT Act 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.

### Confidentiality and Security Measures

- ♣ Your information is securely stored in our Casino Management System (CMS) on-site.
- ♣ Written applications are kept in a secure locked room.
- ♣ Basic information (e.g., names, membership number, email) is securely stored for SMS messaging.
- ♣ We have an off-site disaster recovery service maintaining server and information backups.
- ♣ We retain personal information for a minimum of seven years, with some data kept indefinitely unless database clearing is required.

- ♣ The Grand Casino mobile app collects location data using on-site beacons to detect members entering or leaving, ensuring they benefit from all app features, promotions, and offers, whether the app is open, in the background, or closed, and allows us to send on-site-only promotions and offers.

### **Disclosure of Information**

Your personal information is shared only with:

- ♣ Relevant staff providing products or services.
- ♣ Department of Internal Affairs.
- ♣ New Zealand Police.
- ♣ You, upon request under the Privacy Act.
- ♣ 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 or overseas, 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. Information held electronically can be provided to a specified email address or mobile number. A reasonable fee may apply for access to your information.

