



ID Scanner Privacy Management Plan

This venue must use patron identification (ID) scanners during regulated hours.
(See section 173EH of the *Liquor Act 1992* for details.)

ID scanner procedures

A collection notice (outlining the venue's Privacy Policy) must be displayed at, or near, any public entrance to the venue in a manner that enables patrons to be alerted to its contents immediately before being required to produce a photo ID.

To ensure patron rights are respected, venue staff must:

- alert patrons to the requirement to have their ID scanned
- tell patrons about their privacy rights if requested
- respond to patron queries about the operation of ID scanners and personal information held by the venue
- provide a copy of the privacy policy to patrons if requested
- provide contact details for the venue's privacy officer if requested
- only accept valid forms of ID as prescribed under the *Liquor Act 1992*
- scan all non-exempt patron's ID prior to them entering the venue during regulated hours
- provide patrons with the venue and approved operator contact details if they want to make a privacy related complaint.

Staff must refuse a non-exempt person entry if they:

- refuse to produce a photo ID for scanning; or
- are subject to a banning order for the premises.

Patron rights

Patrons have the right to request information about the operation of the ID scanners and the personal information held about them.

Personal information is securely stored at the venue and by the approved operator. The information collected is used strictly to identify if a patron has been issued with a current banning order or licensee ban.

Scanned personal information is automatically and permanently deleted from the ID scanner system 30 days after it is first entered into the system. However, information on banned people will be held in the system for the period of the ban, which may exceed 30 days.

Patrons have the right to request access to the personal information held by the licensee through the ID scanning system. The patron can contact the venue or approved operator to request this information. The patron will need to produce photo ID before any information is released. Some exceptions apply, such as where access would be likely to interfere with criminal matters, or other breaches of the law.

A patron can also ask to correct any personal information that is held by this venue. Satisfactory proof and/or explanation of the inaccuracy must be provided before the correction of information occurs.

Contact details

Venue Details

Surfers Paradise RSL
Address: 9 Beach Road Surfers Paradise Qld
Phone: (07) 5539 8966
Email: info@surfersrsl.com.au

Privacy Officer

Name: Nicole McGrath
Phone: 07 5539 8966
Email: accounts@surfersrsl.com.au

Approved Operator

Scantek Solutions Pty Ltd
Address: Plaistowe Mews, West Perth WA 6005
Phone: 1300 552 106
Email: info@scantek.com.au

Use and access to ID scanners

Authorisation / access and log-in procedures

Log-in to the Scantek device is done by;

- Tap on the login box to activate the screen keyboard;
- Log-on to the scanning interface by entering the login credentials provided to staff by the venue manager;
- Once login details are entered, staff will need to scan a supported form of identification to confirm their identity;
- Once this identification has been successfully scanned the staff member can begin normal operation.

For more detailed information on how to operate the scanner please refer to the Scantek IST Manual or call the Scantec Support Line on 1300 552 106.

Any person operating an approved ID scanner at our regulated premise is required to be licensed as a crowd controller. There are exemptions to this requirement where certain persons are involved only in scanning patron IDs subject to the following criteria:

- the person is accompanied and directly supervised by a licensed crowd controller when undertaking duties associated with the operation of an approved ID scanner at all times; and
- the licensed crowd controller independently assesses both the ID and the patron, and appropriately screens the entry of the patron; and
- if the ID scan identifies a banned patron, only a licensed crowd controller may remove that person from on or around the regulated premises; and
- in any physical interaction between a licensed crowd controller and a patron, a person merely scanning a patron's ID must avoid all involvement; and
- the person must be appropriately trained to operate the approved ID scanning system.

Access to scanned data (including personal information) at our regulated premises will be restricted to a limited number of people, such as venue management. This access will be auditable - the approved ID scanning system will retain a record of the login details of all persons who log on to the approved ID scanning system at the premises.

Some best-practice measures that staff will take to meet our obligations include:

- limiting staff access to the approved ID scanning equipment;
- not having a group password;
- staff training;
- physical measures to keep approved ID scanning equipment secure, including locking offices and ensuring the equipment is constantly supervised.

Note: Staff are required to provide access to patron scan data from your approved ID scanner upon request from an enforcement body.

Procedure if Breach Detection

The Licensee will ensure refusal of entry to a regulated premises if

- the scan (or manual check) of the photo ID indicates the patron is subject to a banning order for the premises
- the patron fails to produce acceptable photo ID
- a licensed crowd controller (or staff member supervised by a licensed crowd controller) of the regulated premises does not scan the photo ID using an approved ID scanner linked to an approved ID scanning system (or in the case of system failure, does not check the photo ID against the manual ban list).

Staff are reminded that this includes entry and/or re-entry whether the patron has a “pass-out stamp” or not.

There are 3 types of bans from Queensland licensed venues.

- Court bans - bans imposed as a condition of bail under the Bail Act 1980, and banning orders issued under the Penalties and Sentences Act 1992.
- Queensland Police Service bans (police bans) - police banning notices issued under the Police Powers and Responsibilities Act 2000.
- Licensee or Venue Bans

Scanners will display bans imposed for other areas of Queensland that may not legally restrict that particular patron from entering your particular venue. Whilst it is up to the licensee whether you allow that patron into your venue or not, all staff are reminded that it is a principal responsible of the venue to minimise harm.

If staff detect someone that is subject to a “Court” or “Police” ban the following will occur:

- The licensed crowd controller must prevent the entry of a patron
- The approved ID scanning system will automatically send an email to police advising that a banned patron has attempted to gain entry to the premises.
- Notify the Queensland Police using the following methods if available:
 - Policelink on 131 444 or your local Police Beat.
 - Use a linked radio system operated within a SNP
- Write a description of banned patron, including a direction of travel should they walk off once advised they are banned and not permitted to enter the venue.

Note: There is no authority to detain the banned person, or confiscate the banned patron’s identification.

If staff detect someone that is subject to a Licensee or Venue Ban the following will occur:

- If such ban relates directly to the venue then the licensed crowd controller must prevent the entry of a patron;
- If such ban relates to another venue within the same Safe Night Precinct then the licensed crowd controller must prevent the entry of a patron;
- If such ban relates to other venues outside the same Safe Night precinct than the licensed crowd controller should consider preventing entry of the patron in consideration of maintaining safety and good order within the venue.

Staff are able to ban a person from entering our venue and have a ban registered on the approved ID scanning system. To create a ban, you are required to:

- Notify and seek the approval of the Approved Manager who is responsible for the venue at the time the ban is being sought;
- Enter certain details into the system, such as:
 - name
 - date of birth
 - duration of the ban
 - reason for the ban
 - a photo.

Note: Although admitting persons subject to a licensee ban is at the discretion of each respective venue as there is no offence or obligation under the Liquor Act to prevent their entry. This venue has chosen to follow the above process to minimise risk to our staff and patrons.

Procedures for System Failure

If an approved ID scanner malfunctions or breaks down, staff must not allow a patron to enter the venue unless their ID has been checked and you have confirmed the patron is not subject to a banning order for the premises.

The following are the steps to follow if an approved ID scanning system fails:

- Ensure that all patron IDs are being manually checked prior to entry using a manual ban list to check for patron's subject to an official ban.
- If a licensed crowd controller makes a positive ban check for a patron subject to an official ban for the regulated premises, they should;
 - notify QPS at the time (through Policelink on 131 444), their local Police Beat, or through any linked radio system operated within a SNP that includes real-time monitoring by QPS
 - record the following information, to be provided to OLGR
 - date and time of the detection
 - personID (this is located on the manual ban list)
 - nicheID (this is located on the manual ban list)
 - venue name.
- Contact the regulated premises approved manager for assistance, and to arrange for a technician to attend the premises (if required).
- Login to the OLGR Client Portal and complete the System Failure – Licensee form within 48 hours from first allowing entry to a patron during the system failure. By doing this you will satisfy the requirement to notify OLGR and QPS (as OLGR have put in place arrangements to share the notification with QPS).

Note: Staff can continue to allow patron entry after 10pm, provided you manually check a patron's photo ID against a current list of persons subject to banning orders for the premises (the manual ban list). The approved operator is required to make a manual ban list available to you.

Scantek Solutions' 24 hour help line – 1300 552 106

Use of Personal Information

Patrons whose information is retained indefinitely;

- Scantek Solutions Pty Ltd indefinitely retains gathered personal information only from patrons who have received "bans" from licensed venues that are Scantek Solutions Pty Ltd clients.
- When a patron has a "ban" placed on him or her for violent, immoral, anti-social or illegal behaviour, this ban can then be transmitted to all Scantek Solutions Pty Ltd clients. Scantek Solutions Pty Ltd clients can then use this information to decide whether they wish to let a "banned" patron into their venue.

Patrons whose information is retained for less than 30 days:

- Scantek Solutions Pty Ltd uses best endeavours to delete all personal information gathered from individuals who have not received a ban within 30 days from collection.

If compelled by law:

Scantek Solutions Pty Ltd may disclose your information, including personal information:

- In response to a subpoena or similar investigative demand, a court order, or a request for cooperation from a law enforcement or other government agency; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law. In such cases, we may raise or waive any legal objection or right available to Scantek Solutions Pty Ltd.
- When Scantek Solutions Pty Ltd believe disclosure is appropriate in connection with efforts to investigate, prevent, or take other action regarding illegal activity, suspected fraud or other wrongdoing; to protect and defend the rights, property or safety of our company, Scantek Solutions Pty Ltd users, Scantek Solutions Pty Ltd employees, or others; to maintain optimal operation of the system; to comply with applicable law or cooperate with law enforcement; or to enforce our terms and conditions or other agreements or policies.
- In the event of a reorganization, merger, or sale we may transfer any and all personal information Scantek Solutions Pty Ltd collect to the relevant third party.

Privacy Complaints

Staff have an obligation to inform patrons about how they can make a privacy complaint. Information on how a person can make a complaint must be advertised on the collection notice, as well as detailed in the venue's privacy policy.

Steps for patrons wishing to lodge a privacy complaint

- Lodge a written complaint directly to the regulated premises/approved operator and allow 30 days for a response.
- If a response is not received in this timeframe, or if the person is not satisfied with the response, a complaint can then be lodged directly with OAIC. OAIC can investigate privacy complaints from individuals about private-sector organisations covered by the Privacy Act;
- Complaints should be made to OAIC in writing by completing the online Privacy Complaint Form, or by mail, fax or email;
- Steps for regulated premises to deal with a privacy complaint;
- Accept and review written privacy complaints;

- Notify OLGR that a written privacy complaint has been received (within 14 days of receiving the complaint). This can be done by logging in to the OLGR Client Portal and selecting the Privacy Complaint form;
- Provide a response to the person's privacy complaint within 30 days;
- If the person is not happy with the outcome, provide the person with details on how to lodge a complaint with OAIC. Refer the person to the regulated premises' collection notice and privacy policy.

Note: If staff have concerns about what information and / or document is required, please refer to the OLGR website.