

WORLDS BEYOND

Privacy Policy

This policy explains how Worlds Beyond obtains, uses and discloses personal information collected from or about our staff, suppliers, contractors and customers. It also documents surveillance and security measures we undertake and how we manage these to avoid any impacts on privacy.

Purpose

The purpose of this policy is to:

- Ensure compliance with:
 - Privacy and Personal Information Protection Act 1998
 - Workplace Surveillance Act 2005
 - Surveillance Devices Act 2007 (NSW)
- Detail how we protect the privacy of our stakeholders, employees and others about whom we hold information.

Scope

This policy applies to:

- All Worlds Beyond employees - permanent, temporary, casual and senior executives.
- People engaged by the business as volunteers, interns or for work experience.
- People engaged under contract to provide services for Worlds Beyond (contractors and consultants), when working in or visiting our workplaces
- Customers, suppliers and other stakeholders.

Policy Statement

We will:

- Only collect personal information directly from individuals or from third parties acting on their authority, or who we have been authorised to contact.
- Only collect personal information reasonably necessary to carry out our business (including conducting recruitment, providing goods and services, ensuring the safety and security of our premises, documenting evidence of damage or inappropriate behaviour, and completing administrative tasks), to assess and manage customer service needs, and to comply with any legal requirements.
- Limit the collection of personal data to that detailed in Appendix A.
- Provide a notification or privacy statement when personal information is collected. If the information is to be used for a purpose other than the purpose for which it was collected, consent must be specifically sought for the new or additional purpose.
- Store personal records in secure electronic databases and take reasonable steps to protect personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.
- Take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date.
- Only use or disclose personal information to other parties in accordance with the purpose for which it was collected, unless:
 - The owner of the personal information consents,
 - The owner of the personal information is aware this type of information is usually disclosed in the way it's being disclosed,
 - The secondary purpose is directly related to the purpose for which it was first collected, or
 - The information is supplied to prevent danger to someone.
- Assist staff, customers, suppliers and contractors to access any information that we hold about them on request and confirmation of identity, unless prohibited by law.
- Destroy or de-identify any personal information no longer required by us.
- Ensure that all staff and customers are aware of all surveillance and security measures in place at our worksites (Appendix B).
- Never use or disclose information from surveillance and security measures unless the use or disclosure is:
 - authorised by the person in question,
 - related to the employment of our staff, or our business activities or functions,
 - required by a law enforcement agency in relation to an offence,
 - reasonably believed necessary to avert an imminent threat of serious violence to persons or substantial damage to property, or
 - requested by the person who was captured by the surveillance.
- Provide compulsory training for staff on privacy and their obligations in relation to legislation and this policy.
- Monitor and review the implementation of the policy and assess awareness and understanding of the principles across the business.

Implementation

All staff to whom this policy applies will be required to confirm in writing that they have read this policy and commit to its implementation. This policy will be made accessible to the public via our website.

Compliance

It is each staff member's responsibility to understand and comply with this policy. Staff will not be excused for a breach of this policy because someone asked or instructed them to act in a way that breaches this policy. Ignorance will not be accepted as an excuse.

If there is an alleged breach of this policy, Worlds Beyond will investigate. If after investigations a breach is confirmed, Worlds Beyond may take disciplinary action, which may include a formal warning, suspension, reassignment or demotion, or loss of job. Serious incidents or breaches will be passed on to relevant authorities for investigation.

Staff should be aware that the legislation confers legal consequences on them as individuals as well as on the business. Legal action may be taken against staff who breach the legislation by relevant state or federal authorities, or by individuals impacted by the breach.

Reporting

Staff are responsible for reporting known or suspected breaches of this policy to their supervisor, manager or the business owner, including:

- day, date, time and location of the incident;
- names of the people involved, including witnesses; and
- details of what happened.

If you raise a complaint or disclose an alleged breach of this policy in good faith and following the correct reporting procedures, you will not be disadvantaged or prejudiced. Reports will be dealt with in a timely and confidential manner. Any retaliation or threat made to a person for reporting an alleged breach of this policy will not be tolerated and will be investigated.

Variations

This policy does not cover every possible event or action. There will be circumstances where it is difficult to know what to do. In such cases you are asked to act with caution and common sense and comply with the underlying principles of this policy. If you have any questions or doubts about this policy please direct them to your supervisor, manager or senior manager.

Appendix A. Information we collect

Information	Staff	Customers	Suppliers and Contractors
Name	Y	Y	Y
Date of birth	Y	Only for minors	
Address	Y	Postcode only	Y
Email address	Y	Y	Y
Phone number	Y	Y	Y
Emergency contact name	Y		
Emergency contact phone number	Y		
Banking details (BSB and Account or Credit Card)	Y	Y	Y
Superannuation details	Y		
IP address of computers visiting our website or used to make reservations using our online booking software		Y	
Booking history		Y	
Purchase or supply history		Y	Y
Business name		Corporate customers	Y
ABN		Corporate customers	Y
Records provided to conduct background checks for recruitment or appointment of contractors	Y		Y
Staff ID numbers	Y		

Appendix B. Surveillance and security measures in place at Worlds Beyond worksites

Cameras

- Surveillance cameras are located at all building entry points, in the lobby and briefing areas, and in all game rooms.
- Cameras operate at all times and video footage is recorded and retained for 3 months.
- Worlds Beyond owners and employees have full viewing and hearing capabilities of participants whilst they are in the game rooms. Participants provide consent for this surveillance as part of the waiver they sign to participate in their booked experience.
- Worlds Beyond owners and employees have viewing capacity only for common areas of the premises.

Digital tracking

- VR game software tracks each instance of activation (ie each time a game is run) including recording the ID number of the staff member logged in at the time.
- Security codes used to enable and disable venue security systems each day are logged.
- Staff ID numbers are logged in relation to POS software activation.
- All user activity is logged in our business compliance portal (Sentrient) and linked to user account ID.
- Safety and cleaning checklists require a staff ID number in order to be submitted.
- We track the IP addresses of computers visiting our website or used to make reservations using our online booking software, and links to our website from other platforms (e.g. click-throughs from social media advertisements).