



## **REQUEST FOR SELF-EXCLUSION**

By completing this Request for Self-Exclusion, you elect to self-exclude from either The Star Casinos, Crown Casinos, or both of the Star Casinos and Crown Casinos. This Request for Self-Exclusion will be followed by the issuance of **Self-Exclusion Orders**.

**This is an important document.** Self-Exclusion requests can take up to 24 hours to be in effect. It is strongly recommended that, prior to signing this document, you discuss this matter with your legal advisor, counsellor and members of your family if you have not already done so.

By completing this Request for Self-Exclusion and electing below to self-exclude from **Crown Casinos** you will be excluded and prohibited from entering or remaining in the following casinos:

- **Crown Sydney VIP Casino** of 1 Barangaroo Avenue, Sydney NSW 2000;
- **Crown Melbourne Casino** of 8 Whiteman Street, Southbank VIC 3006; and
- **Crown Perth Casino** of Great Eastern Highway, Burswood WA 6100, (together, **Crown Casinos**).

By completing this Request for Self-Exclusion and accompanying Application for Self-Exclusion at Appendix A, and electing below to self-exclude from **The Star Casinos**, you will be excluded and prohibited from entering or remaining in the following casinos:

- **The Star Sydney Casino** of 80 Pyrmont Street, Pyrmont NSW 2009;
- **The Star Gold Coast Casino** of 1 Casino Drive, Broadbeach QLD 4218;
- **Treasury Brisbane Casino** of 130 William Street, Brisbane City QLD 4000; and
- **The Star Brisbane Casino** of 33 William Street, Brisbane City QLD 4000, (together, **The Star Casinos**).

**If you select "The Star Casinos" or "The Star Casinos AND Crown Casinos" in this Request for Self-Exclusion, you are also required to complete and sign the Application for Self-Exclusion at Appendix A.**

## **SELF-EXCLUSION PROCESS**

If you elect to self-exclude from only The Star Casinos or only Crown Casinos, the applicable self-exclusion process for those properties will apply, and you may be required to complete further documentation. Please note that Crown Sydney VIP Casino and The Star Sydney Casino are required by law to notify each other of any exclusion order issued to you.

If you provide this Request for Self-Exclusion to a Star Casino and have elected to self-exclude from both The Star Casinos AND Crown Casinos, you will be taken through The Star Casinos' self-exclusion process. Your self-exclusion records will then be provided to Crown Casinos and you will be issued **Self-Exclusion Orders** by each of the Crown Casinos and The Star Casinos.

If you provide this Request for Self-Exclusion to Crown Sydney VIP Casino and have elected to self-exclude from both The Star Casinos AND Crown Casinos, you will be taken through Crown Casinos' self-exclusion process. Your self-exclusion records will then be provided to The Star Casinos and you will be issued **Self-Exclusion Orders** by each of The Star Casinos and the Crown Casinos.



## **REQUEST FOR SELF-EXCLUSION AND CONSENT**

I, \_\_\_\_\_ hereby voluntarily request to be self-excluded from Crown or both of The Star Casinos and Crown Casinos by electing **one** of the following options:

**Crown Casinos**

OR

**The Star Casinos AND Crown Casinos**

By electing to self-exclude from both The Star Casinos and Crown Casinos, **I acknowledge, agree and consent to the following:**

1. I will be issued self-exclusion orders from The Star Casinos relating to all The Star Casinos and self-exclusion orders and a self-exclusion agreement from Crown Casinos relating to all Crown Casinos (**Self-Exclusion Orders**).
2. A Self-Exclusion Order from The Star Sydney, Crown Sydney VIP Casino, Crown Melbourne Casino and Crown Perth Casino will remain in force until that Self-Exclusion Order is revoked by the relevant casino operator.
3. I may apply to the relevant casino operator for revocation of my Self-Exclusion Order from that casino operator and I agree to follow the process required by that casino operator.
4. I may apply to revoke the Self-Exclusion Order from The Star Sydney after 6 months from the date the Self-Exclusion order was given. The Star Sydney will not consider more than 1 application for revocation in any 12 month period.
5. I may revoke a Self-Exclusion Order from The Star Gold Coast Casino, Treasury Brisbane Casino and/or The Star Brisbane by written notice to:
  - a. The Star Entertainment QLD Limited in respect to The Star Gold Coast Casino and Treasury Brisbane; and/or
  - b. The Star Entertainment Brisbane Operations Pty Ltd in respect to The Star Brisbane,but only within the first 24 hours from when I received the Self-Exclusion Order or otherwise following 1 year from the date I received the Self-Exclusion Order. My Self-Exclusion Order from The Star Gold Coast Casino, Treasury Brisbane Casino and The Star Brisbane Casino will otherwise expire 5 years after the day the Self-Exclusion Order was received by me.
6. Any application for revocation of a Self-Exclusion Order by me must be accompanied by a statement from a recognized counsellor with problem gambling qualifications or a clinical psychologist, approving your application for revocation.
7. I am deemed to have voluntarily selected a minimum self-exclusion period of 12 months from Crown Casinos.
8. Crown Casinos will not generally revoke a Self-Exclusion Order within 12 months of the date of any breach of a Self-Exclusion Order by me, or prior to the minimum self-exclusion period, and Crown may apply conditions on a revocation.
9. I undertake not to enter or gamble within any gaming areas of any casino that I have been excluded from and this undertaking is my personal responsibility and not that of the Crown Casinos or The Star Casinos, or any one or more of them.
10. I agree to release and indemnify all Crown Casinos and The Star Casinos and their related entities, together with their officers, employees, agents and contractors from any liability including any losses that arise in connection with this Request for Self-Exclusion and any breach of a Self-Exclusion Order.
11. I understand and acknowledge that a casino operator will take a photograph of me on the lodgement of this Request for Self-Exclusion and will provide a copy of that photograph to the other casino operators I elected to self-exclude from. I agree to provide any further evidence of my identity reasonably requested by a casino operator in connection with my Request for Self-Exclusion.
12. If I receive advertising or promotional material concerning a casino from which I am self-excluded, I will NOT take it to indicate that the Self-Exclusion Order has been revoked.
13. The Star Casinos and Crown Casinos use facial recognition technology to identify, exclude or remove from their premises individuals who have been issued with Self-Exclusion Orders.



14. My facial image (whether already held or taken in relation to this Request for Self-Exclusion, obtained from surveillance or facial recognition cameras or law enforcement or regulatory bodies, and faceprints made from those video images) will be taken, used, stored and disclosed by The Star Casinos and Crown Casinos for the purposes set out in this Request for Self-Exclusion.
15. My personal information and sensitive information, including my facial image and all information relating to my Request for Self-Exclusion, will be shared between The Star Casinos and Crown Casinos to facilitate my self-exclusion and otherwise used and disclosed in accordance with the Privacy Collection Statements below.

#### **Privacy Collection Statement - The Star Casinos**

If you select "The Star Casinos" or "The Star Casinos AND Crown Casinos" in this Request for Self-Exclusion, The Star Casinos will collect your personal information in order to process your application for one or more Self-Exclusion Orders and, once a Self-Exclusion Order is issued to you by The Star Casinos to exclude you from The Star Casinos. Personal information about you, including the information included in this Request for Self-Exclusion, may be shared for these purposes between The Star Casinos and Crown Casinos and may also be required to be disclosed to Liquor and Gaming NSW and/or the NSW Independent Casino Commission and the Office of Liquor & Gaming Regulation (Queensland).

The Star Casinos may use facial recognition technology to identify, exclude or remove from their premises individuals who The Star Casinos may lawfully deny access to, including excluded persons, and for other purposes relating to gaming, safety and security and preventing illegal or undesirable activities. Facial images from CCTV surveillance, facial recognition cameras or law enforcement bodies, and faceprints made from those images, may be stored and compared for these purposes. By entering The Star Casinos' premises, you consent to the collection and use of your personal information in these ways. Once an exclusion order is issued to you by The Star Casinos, you will be an excluded person.

By signing this form and selecting "The Star Casinos" or "The Star Casinos AND Crown Casinos", you consent to The Star Casinos using any existing facial image of you that they hold and any new image of you that they collect (for example, if you attempt to enter one of The Star Casinos) for the purposes of the facial recognition technology.

By signing this Request for Self-Exclusion and selecting "The Star Casinos AND Crown Casinos" (whether or not you also select any other option), you consent to The Star Casinos:

- collecting your facial image from Crown Casinos for the purposes of the facial recognition technology;
- disclosing your facial image to Crown Casinos for the purposes of Crown Casinos identifying you as an "Excluded Person" and for related purposes; and
- otherwise disclosing your personal information to, or receiving your personal information from, Crown Casinos to facilitate your self-exclusion(s).

The Star Casinos may disclose your personal information (including facial images and photos) to, or receive them from, their related companies and service providers to use for purposes similar to those outlined above. If you enter, or have entered, The Star Casinos premises you consent to The Star Casinos disclosing audio/surveillance information to law enforcement agencies or regulatory authorities if The Star Casinos suspect illegal or undesirable activity or as required by law.

By signing this form you consent to The Star Casinos collecting, using and handling your personal information as outlined above and in accordance with The Star Casinos Privacy Policy. The Star Casinos Privacy Policy contains information about how you may seek to access or correct the personal information that The Star Casinos hold about you, how you may complain about a privacy breach and how The Star Casinos will deal with a privacy complaint. A copy of The Star Casinos Privacy Policy can be found at <http://www.starentertainmentgroup.com.au/privacy-policy>.



## Privacy Collection Statement - Crown Casinos

If you select "Crown Casinos" or "The Star Casinos AND Crown Casinos" in this form, Crown 'uses' (by collecting, recording, storing, using and disclosing) your personal information and sensitive information (including without limitation your full name, date of birth, patron ID number, image and address) to process, manage and enforce your self-exclusion, including communicating with you. Crown uses facial recognition technology at its premises to identify, exclude or remove individuals who may lawfully be denied access to its premises, and for other purposes relating to gaming integrity and compliance, safety and security and preventing illegal or undesirable activities. Your image (whether already held or taken in relation to this request for self-exclusion, obtained from surveillance or facial recognition cameras at Crown, or obtained from law enforcement or regulatory bodies), may be 'used' by Crown for the purpose of facial recognition. Crown collects from and discloses your personal information and sensitive information to third parties including: Crown's associated entities; The Star Casinos, Liquor and Gaming NSW and/or NSW Independent Casino Commission, the Victorian Gambling and Casino Control Commission and the Gaming and Wagering Commission of Western Australia; any third parties that provide services to Crown relating to your self-exclusion; and overseas recipients including Crown London Aspinalls. If you do not agree to the 'use' of this information, Crown will be unable to process your self-exclusion application. Please refer to Crown's respective privacy policies, available at each property's website, for full details including information about how you may access or correct your personal information and/or complain about a privacy breach and how Crown will deal with such a complaint. Crown Melbourne Limited, +613 9292 8888, Burswood Nominees Limited trading as Crown Perth +61 8 9362 7777, Crown Sydney Gaming Pty Ltd +61 2 8871 6666. A reference to Crown includes Crown Sydney Gaming Pty Ltd, Crown Melbourne Limited and Burswood Nominees Limited.

Signed \_\_\_\_\_

Address \_\_\_\_\_

Date of Birth \_\_\_\_\_

Witnessed by:

Signed \_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Organisation \_\_\_\_\_

Date \_\_\_\_\_