

Confidential

Submissions Crown Casino Royal Commission.**Dear Royal Commission,**

I would like to inform you about the way that I have been treated by Crown Casino. Can you please investigate the possible illegal sharing of customers private personal details with other foreign and local casinos over the CSN "Casino Surveillance Network" and other related casino industry surveillance tools.

I am what is known in the casino industry as an "Advantage Player". "Advantage Player" is a casino industry term used describe unwelcome customers who try to minimise the mathematical house edge of the casinos games by skill full play and exploiting sloppy operating procedures. Card counting at Blackjack is probably the most well known form of advantage play but there are many others.

It is important to understand that advantage players are not cheats. From a legal stand point an advantage player is no different to a regular customer. Unfortunately Crown does not seem to respect this fact and has a history of harassing, banning and spreading misinformation about advantage players.

I have been illegally banned from Crown Casino, I have been labelled a cheat by them and my private personal details have been illegally shared with many other casinos world wide. This is a breach of the The Commonwealth Privacy ACT of 1988 (www.oaic.gov.au).

In February 2015 I was in The Phillipines with some friends gambling at the City Of Dreams Manila which was at the time a Crown owned property. After a large win at one of the casinos table games a friend of mine was kidnapped and taken to the back room where the security threatened and then robbed him of over 10,000 worth of chips. His play was legal at all times.

My friend was a poker player and well known customer of Crown Melbourne he has arranged for a large amount of money to be wired from his Crown Melbourne account to he City Of Dreams account. Crowns information sharing policy resulted in a very dangerous situation where he was kidnapped, and robbed and his personal information along with mine is now well known all over Asia.

City Of Dreams/Crown Melco then checked their cameras and the names and faces of all associated individuals including myself were added to a databased and spread all over Asia as cheats. A few days later I was gambling at the nearby Resorts World Manila (Not a Crown Property) and I was surrounded by security guards who tried to force me to come with them to the back room. I decided to call their bluff and leave the building. They shadowed me to the door making threatening remarks but luckily nobody stopped me leaving. I believe they did not want to make a scene by abducting me in front of their other customers.

Since then because of the illegal information sharing policies of Crown/Melco my personal information has turn up in Korea, Macau and Singapore before I even entered those casinos. It has placed me in many awkward and dangerous situations.

On ^{Confidential} 2015 I wrote a letter to Crowns Head office in Melbourne explaining that their behaviour was unacceptable and the spreading of my personal private information was probably illegal under OAIC and the Australian privacy act. I demanded that crown disclose all personal information they held about me. ^{Confidential} responded but did not satisfy

my request and only disclosed some super fiscal information.

Australian privacy law mandates that a company must disclose all private information they hold about an individual on request and tell you if they have sent that information to anybody else. Crown clearly does not respect this law. One excuse they used was to classify me a cheat because information they have about a player cheating only has to be shared with the police. This is a terrible policy because there is no evidence that I ever cheated only the opinion of highly biased Crown staff that are not qualified legal professionals.

Later in March 2016 I was in Melbourne gambling with some friends at Crown Casino. My face was recognised on camera and I was approached by security and banned for life. My play was legal at all times and although Crown may not have liked my style of play I believe that their actions were illegal. I received a letter a couple of months later stating I was banned for life of course no justification was given.

Later in February 2018 myself and a friend were gaming at the Star Gold Coast Casino. Again we were not involved in any kind of illegal activity. The Star was unhappy that we were winning and unhappy with our style of play. They probably found my details on the CSN "Casino Surveillance Network" they then decided to ban us for life citing "Dishonest Behaviour". I went the OLGR Government Inspector [Confidential] to complain. [Confidential] Stated that as far as he could see their was no part of the Queensland law that I had broken. He told me I would have to take my case to QCAT (<https://www.qcat.qld.gov.au>) to have it resolved.

I believe that there is a very high probability that Star Contacted Crown Melbourne and that they illegally shared all of my private and personal information along with my habits and player history with them in a blatant violation of The Commonwealth Privacy ACT of 1988 (www.oaic.gov.au).

I opened a case with QCAT about this mater in [Confidential] 2018 (QCAT Case Number [Confidential]). This case is still in progress. The Star has hired very expensive legal council and gone to great lengths to delay and censor this matter. It has been a hard fight for me over the last last three years and I am currently hoping for a fair resolution to this matter.

I am writing to you because based on my previous experiences [Confidential] [Confidential] I believe that it is highly likely that Crown casino is involved in the illegal and unethical sharing of their customers personal and private information.

I [Confidential] my details have been shared with several Macau casinos with well known connections to the triads and other Asian crime gangs. The general public has no idea about the extent of Crowns surveillance and how they use their information sharing networks.

The average punter could for example go to crown one night and get involved in some kind of dispute. Weather it was their fault or not, Crown security operators could then write anything and share it world wide.

The same punter could turn up in Singapore or Macau and find that they are barred at the door and the local casino already knows all their private details and believes they are a cheat or a criminal based on the surveillance officers version of events. There is no way for the customer to even find out or contest what has been written about them.

The potential for unethical behaviour here is huge. These information sharing networks could for example be used by Crown to share the habits of high rollers and important wealthy customers with other casinos. For example if Crown has been hosting [Confidential] and then [Confidential] decides to play at

the Star in Sydney it would be possible for Crown to tell Star about ^{Confidential} average bet size, his favourite brand of whisky and that he is very superstitious and hates left handed dealers thus allowing Star to maximise their profits from ^{Confidential}

Crown is a privileged business that holds a monopoly on all casino gaming in the state of Victoria. Generally speaking on a world level in jurisdictions where there is competition and many casinos exist (for example Las Vegas Nevada) casinos are given the freedom to exclude players as they choose. However in jurisdictions where a casino holds a monopoly over a large metropolitan area (for example French Canada) the local government put laws in place to protect their citizens and only allows the casino to exclude customers who are actually breaking the law. The thinking being that it is not fair for a player to be excluded and discriminated against on grounds of skill when there is nowhere else for them to gamble.

I would like to ask the Royal Commission to please investigate the review the following two issues.

1)

Crown's unethical/illegal use of information sharing networks such as the CSN "Casino Surveillance Network. IACS "International Association of Casino Surveillance", The Griffen Book and Biometrica. And any possible breaches of the ^{The Commonwealth Privacy ACT of 1988} (www.oaic.gov.au).

I feel that crown should be made to comply with the privacy act like other Australian businesses and that customers have a right to know what has been written about them and where it has been shared.

2)

The way Crown casino treats customers it deems to be advantage players and the legal process that allows Crown to exclude these customers. I believe that under the original legislation the government regulator VCGLR was supposed to assist customers who had been unfairly treated by Crown casino. Unfortunately the current system seems to have evolved to the point where the regulator VCGLR acts more like an assistant to Crown instead of a watchdog and player advocate as originally intended.

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