



## Albert Park Bowls Club Inc

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# Privacy Policy

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### Our Commitment

Albert Park Bowls Club (the Club) is committed to respecting the right to privacy and the protection of personal information of our members and other persons who engage with the Club.

When personal information is provided to the Club, the person consents to its use, storage and disclosure in accordance with this policy.

### What personal and sensitive information does the Club collect?

#### Personal Information

Personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.

The information the Club collects about a person will vary depending on the circumstances of collection. It may include, but is not limited to, a person's contact details (name, email and/or postal address, phone number), date of birth, gender, bank account details or communication history with the Club.

#### Sensitive Information

Sensitive information is a type of personal information that includes an opinion about someone's:

- racial or ethnic origin;
- political opinions;
- membership of a political association, professional or trade association or trade union;
- religious beliefs or affiliations or philosophical beliefs;
- sexual preferences or practices;
- criminal record; or
- health, genetic information or disability.

If it is reasonably necessary in the circumstances, the Club may also collect sensitive information such as a person's medical history, or disabilities.

The Club is required by law to obtain consent when collecting sensitive information.

The Club will assume consent to the collection of all sensitive information that is provided to it for use in accordance with this policy, unless told otherwise.

## How does the Club collect, store and protect personal and sensitive information?

Information may be collected when you:

- become a member of the Club;
- subscribe to any publication of the Club, including electronic publications;
- provide details to the Club in an application, consent form, survey, feedback form or incident report;
- provide details to the Club in an application to become a Coach, Umpire or when you complete an accreditation such as Responsible Service of Alcohol;
- enter or agree to entry of your personal information into one of the Club's online systems;
- access the Club website;
- contact the Club via email, telephone, fax or mail or engage with the Club via social media;
- participate in any program, activity, competition or event run by the Club or the Sandbelt Bowls Region or Bowls Victoria;
- purchase merchandise, products or services from the Club or an authorised agent or licensee;
- are elected or appointed to the Committee including a sub-committee of the Club; or
- apply for employment or undertake a volunteer position with the Club.

Or in other circumstances where the Club is required to do so by law (for education, child protection, work health and safety laws, charitable collections, medical treatment or other legislation in Australia).

### Providing Information

Depending on the circumstances, some types of information will be required, and others might be optional. If you do not provide some or all the information requested, this may affect the Club's ability to communicate with you or provide the requested products or services.

By not providing requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with the Club. If it is impracticable for the Club to deal with you because not providing the requested information or consent, the Club may refuse to do so.

### Collection from third parties

The Club may collect personal information regarding a child from the parent or other responsible person associated with that child. In many circumstances, the Club collects information from other third parties.

### Information storage and protection

The Club stores information in different ways, including in paper and electronic form. Much of the information we collect from and about our members is added to the Club's membership database. When your information is entered into the Club's membership database, it may be combined or linked with other information held about you. The Club's membership database is shared among Bowls Australia and Bowls Victoria, with each organisation having access to information about the Club's members.

## Security of personal information

The Club has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures the Club uses includes strict confidentiality requirements of our employees or volunteers and service providers, security measures for system access and security measures for our website.

We seek to protect your personal information from any unauthorised loss, disclosure or access. However, if a serious data breach occurs, we must notify you as required under the Privacy Act regarding the circumstances of the breach and must also advise the Office of the Australian Information Commissioner.

## How does the Club use and disclose personal and sensitive information?

### Use

The Club and third parties to whom we may disclose personal information in accordance with this policy, may use your personal information to:

- verify your identity;
- complete background checks;
- research, develop, run and market competitions, programs, activities and other bowls events;
- research or develop and market products, services, merchandise and special offers made available by us and third parties;
- respond to emergency situations involving or requiring medical treatment;
- undertake administrative functions, such as billing;
- administer, manage and provide you with access to <http://www.bowlsvic.org.au/>;
- administer and manage our membership database; and
- keep you informed of news and information relating to various bowls events, activities and opportunities via various mediums.

### Disclosure

The Club may disclose your personal information to a range of organisations which include, but are not limited to:

- Bowls Victoria, Sandbelt Bowls Region and other organisations involved in bowls programs in Victoria;
- our professional advisers, including our accountants, auditors and lawyers;
- our insurers;
- relevant sporting bodies such as Bowls Australia, Australian Sports Commission, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, the Australian Commonwealth Games Association, various National Sporting bodies, Federal and State Departments of Sport amongst others; and
- in other circumstances permitted by law.

In some circumstances, personal information may also be disclosed outside of Australia - for example to World Bowls which is in Scotland. In such circumstances, the Club will

use its best endeavours to ensure such parties are subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably like the Australian Privacy Principles.

### **Other disclosures**

The Club may disclose your personal information to a range of organisations which include, but are not limited to:

- with your express or implied consent;
- when required or authorised by law;
- to an enforcement body when reasonably necessary; or
- to lessen or prevent a threat to an individual or public health or safety.

### **The Club website**

When users visit the Club website, our systems may record certain information about their use of the site, including the web pages visited and the time and date of their visit. The Club may use this information to help analyse and improve the performance of the Club website.

In addition, we may use “cookies” on the Club website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that we use may collect some personal information. The Club will treat this information in the same way as other personal information we collect. You are free to disable cookies on your internet browser to prevent this information being collected; however, you will lose the benefit of the enhanced website experience that the use of cookies may offer.

Websites linked to the Club website are not subject to the Club’s privacy standards, policies or procedures. The Club cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third-party website.

## **Accessing and seeking correction to information held by the Club**

The Club will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

We encourage all users to regularly review and update their personal information. If you would like to access personal information that we hold about you, we require you to put your request in writing via the contact details set out below. We will respond to your request for access within 14 days and will endeavour to provide the requested information within 60 days. If we do not allow you access to any part of the personal information we hold about you, we will tell you why.

If you do not receive the requested information, you should notify the Club Privacy Officer. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will arrange for it to be corrected.

## Resolving Privacy issues and complaints

The Club will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

### Issues

Any issues in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made in writing to:

Privacy Officer, Albert Park Bowls Club  
PO Box 159, Albert Park, VIC 3206

To maintain the confidentiality of your personal information, we may ask you to visit the Club office and to bring your specific identification before we give you access. If it is not possible for you to visit our office, we will arrange to check your identification before we provide the requested information to you.

### Complaints

Any complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made in writing to:

Privacy Officer, Albert Park Bowls Club  
PO Box 159, Albert Park, VIC 3206

We will respond to your complaint within 60 days and try to resolve it within 90 days.

If we are unable to resolve your complaint within this time, or you are unhappy with the outcome, you can contact the Office of Australian Information Commissioner via its enquiries line 1300 363 992 or website <http://www.oaic.gov.au/> to lodge a complaint.

## Further Information

For further information on the Club's management of personal information, please contact the Club Privacy Officer.

Unless the Club Committee has specifically designated someone as the Club Privacy Officer the Club Executive Officer shall be the Club Privacy Officer.

The Club may amend this policy from time to time and at times other than the nominated review date.