



2020 PRIVACY POLICY

Effective (1 January 2020)

A. BACKGROUND

1. Joeys Netball Club Inc (Joeys) is a member of the Sutherland Shire Netball Association. Joeys caters for players from under 5s to senior opens, with specially developed programs to introduce children to the sport.

2. Joeys respects your privacy and is committed to the protection of your personal information in accordance with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) (Privacy Act).

3. Joeys may disclose your personal information to the NSW Netball Association or Netball Australia including for the purposes of enabling them to administer the game of netball in their respective areas and provide related activities and services.

5. Please read this Privacy Policy carefully as it describes how we collect, use, disclose and otherwise handle your personal information. It also describes how you may access your personal information, how you may request that your personal information be amended, how you can opt out of receiving marketing communications from us and how you can lodge a complaint in relation to how we are managing your personal information.

6. Personal information is information or an opinion about an identifiable individual, or an individual who is reasonably identifiable. The information or opinion does not have to be true or recorded in a material form.

7. Joeys has developed this privacy policy (Privacy Policy) to ensure compliance with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) (Privacy Act). References to we in this policy are references to Joeys.

B. PERSONAL INFORMATION WE COLLECT

8. The personal information we generally collect about you will depend on the primary purpose for which such information was collected. We may collect and hold various kinds of information about you in connection with our legitimate functions and activities, including:

a) 'contact information', such as your name, phone numbers, mobile numbers, occupation, postal address details, emergency contact details, email address and social media details;

b) your date of birth, age, gender, netball rankings and results;

c) details of netball programs that you have participated in and organisations with which you have participated;

d) copies of communications between you and us;

e) information regarding any outstanding payments owed by you to us;

f) other personal information provided voluntarily by you, for example, information provided in response to surveys or competitions;

g) payment and credit card details and purchasing preferences, if you apply for registration, membership, purchase goods or services from, or make other payments to, us or our agents, licensees, contractors or payment gateway providers;

h) details of your academic qualifications, results, professional interests, reference checks, car registration and drivers licence details (if applicable), if you apply for employment or volunteer positions with us;

i) non-personally identifiable information, such as your IP address, browser type, web pages visited etc.;

j) your favourite netball club, membership history and other related information; and/or

k) other personal information that is relevant to the conduct of our legitimate activities.

9. Some of the information that you give to us may be required to be given to us to enable us to assist you. With other information, it may be optional whether you give it to us. If you do not give us some, or all, of the personal information that we request, it may affect our ability to communicate with you. It may also affect our ability to provide products or services to you and it may affect your ability to register for and participate in netball programs or activities conducted by us or apply for employment or volunteer positions with us. If it is impracticable for us to deal with you in circumstances where you have not provided the information or consents that we have requested, we may decline to do so.

10. Sensitive information is a subset of personal Information that is generally afforded a higher level of privacy protection, such as health information. We only collect sensitive information where it is reasonably necessary for our functions or activities and where you have either consented to provide that information or we are required or authorised by or under law (including applicable privacy legislation) to do so. We may also use sensitive information in accordance with the requirements of our respective constitutions, rules, regulations, policies and procedures, including for health, medical and investigations. For example, we may ask for:

a) details of a disability you may suffer, if you elect to provide that information to allow us to provide you with relevant services and information;

b) details of your cultural background, nationality, and language(s) spoken, if you elect to provide that information to allow us to provide you with culturally sensitive information and services;

c) background checks, including reference checks, police checks, working with children checks and completed member protection declarations and related documents if:

i. you apply for, and/or obtain an employment or volunteer position with us;

- ii. you apply for and/or obtain a Coach or Umpire Accreditation;
 - iii. you are proposing to provide, or provide, certain services to us;
 - iv. you apply for and/or obtain accreditation at a netball event;
 - v. you are a netball player participating in one of our programs or a netball tournament, competition or event; or
 - vi. we otherwise consider it appropriate to obtain background checks in relation to you before entering into contracts, arrangements or understandings with you, or entities related to you; and
- d) medical information and emergency contact details. For example, this information may be held about you if you are a netball participant and/or have elected to participate in fitness or sporting activities.

C. HOW AND WHY DO WE COLLECT PERSONAL INFORMATION?

11. We collect personal information reasonably necessary to carry out our business of governing and administering the sport of netball in Australia, including one or more of our functions or activities. You may decide to provide your personal information to us for a range of different reasons. By way of example:

- a) you may be a netball participant;
- b) you may wish to attend a netball activity or event;
- c) you may attend a netball event and elect to provide your personal information while at the event;
- d) you may wish to receive newsletters from us;
- e) you may wish to register for MyNetball;
- f) you may wish to undertake online learning;
- g) you may wish to make an online or other purchase from us;
- h) you may wish to apply for employment with, or volunteer for, us;
- i) you may wish to provide services to us;
- j) you may enter a competition or promotion being conducted by us;
- k) you may wish to connect with us via social media; or
- l) you may wish to make a donation to us.

12. Generally, we will collect personal information directly from you. Personal information can be directly collected by us in a number of ways and through a number of mediums (including through forms, Online Systems and other electronic or paper correspondence). By way of example, personal information can be collected:

- a) when you provide your personal information, or agree to your personal information being provided, to us via an Online Systems, including MyNetball, or other websites managed by us;
- b) when you enter your personal information, or agree to your personal information being entered, into an Online System, including, MyNetball;
- c) when you email us or contact us by telephone or mail;
- d) when you engage with us via social media;
- e) when you elect to receive netball-related newsletters or other information;
- f) when you enter a competition that is being conducted by us or on our behalf;
- g) when you purchase merchandise from us;
- h) when you purchase other products or services from us;
- i) when you provide us with information in an application or consent form, survey, feedback form or incident report; and/or
- j) when you make a donation to us.

13. For the purposes of this Privacy Policy, the term "Online Systems" includes but is not limited to:

- a) a computer or device connected to a network (such as the internet) and ready to use (or be used by) other computers or devices;
- b) any database, file, or webpage available for downloading or reading;
- c) services such as participation registration and competition management, online learning, or capability such as online help, available directly through a computer system or under its direct control;
- d) digitized content that can be transmitted over the internet or computer networks (which can include text, audio, video, and graphics); and
- e) websites and applications that enable users to create and share content or to participate in social networking.

14. We may also collect and use personal information that is given to us by another Australian Netball Organisation or a third party in the course of its business, if that collection is reasonably necessary for our, or the third party's, legitimate functions or activities. Examples of such third parties could include:

- a) schools and community groups that participate in our programs;
- b) your nominated referees in the case of our recruitment activities;
- c) vendors, when you purchase netball related goods or services;

d) payment gateway service providers;

e) our sponsors and suppliers; and

f) Law enforcement bodies.

15. We may, at times, collect information on publicly maintained records, if that collection is reasonably necessary for our legitimate functions or activities.

D. HOW DO WE COLLECT PERSONAL INFORMATION FROM CHILDREN?

16. We may collect personal information regarding a child under 18 years of age and certain other persons from a parent, legal guardian or 'responsible person'. Please do not provide personal information to us about a child or another person unless you are authorised to do so by law. If you are under 18 years of age and you provide us with your personal information, your parent or legal guardian will need to approve the provision of your personal information to us on your behalf.

E. ANONYMITY AND PSEUDONYMITY

17. We will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry). Generally, it is not practicable or lawful for us to deal with individuals anonymously or pseudonymously on an ongoing basis. If we do not collect personal information about you, you may be unable to participate in or have access to our events, programs or activities. Personal information and contact details are also required to contact you in the case of a medical emergency or to register you for certain competitions, programs and activities.

F. FOR WHAT PURPOSES CAN WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION

18. We may collect, hold, use and disclose your personal information for the primary purpose for which it was collected and, in certain circumstances, for a secondary purpose related to the primary purpose, including:

a) to verify your identity and reduce the likelihood of duplications arising from the registration or membership process;

b) to complete and retain background checks where required;

c) to provide you with products or services you have requested, including information about registration, membership, merchandise and special offers, or which we reasonably believe may be of interest to you;

d) to provide you with information about relevant activities and opportunities and keep you informed of news and information relating to netball including by distributing newsletters, publications and other communications via various mediums;

e) to assist other Australian Netball Organisations;

f) to administer and enforce the rules of netball;

g) to research, develop, run, administer and market existing and new competitions, programs, activities and other events;

h) to organise medical treatment for players;

i) to administer, manage and improve Online Systems, to provide you with access to, and the functionality of, Online Systems and to allow you to participate in the interactive features of Online Systems, when you choose to do so;

j) collect statistics on your use of our social media channels;

k) to manage your relationship with us;

l) to disclose to other Australian Netball Organisations relevant information regarding your financial standing with us, including whether or not you are a financial member;

m) to disclose to our professional advisors, including accountants, auditors and lawyers, or insurers when considered necessary or appropriate;

n) to disclose to third party service providers we engage to carry out functions or activities on our behalf, including payment processing and authorisation, fraud protection and credit risk reduction, product customisation, order fulfilment and shipping, marketing and promotional material distribution, website evaluation, data analysis and, where applicable, data cleansing;

o) to assist law enforcement bodies, when considered necessary or appropriate;

p) to contact and interact with you via direct mail, email, telephone, SMS, MMS messages, the internet and social media; and

q) for any purpose that is reasonably apparent at the time your personal information is collected from you.

Wherever practicable, we will inform you more specifically of the primary purpose of a collection as part of our collection statement, which will be made available to you at the time of the collection.

19. It is important that you understand and accept that MyNetball, the Online System that publishes results, statistics, ladders and competition management for netball competitions in Australia, is a public portal and that the following information concerning individual players is publicly available and/or fully searchable:

a) player ID number;

b) first name and last name;

c) participating clubs, associations and competitions;

d) grade, season, round, date and match details;

e) fixtures, including dates, times, venues and opponents; and

f) playing statistics.

If for any reason, this information needs to be protected and not made public, please contact Netball NSW.

G. HOW DO WE HOLD PERSONAL INFORMATION?

20. We store information in a number of secure databases (including trusted third party storage providers), paper-based files or other electronic record keeping methods. Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

21. The security of personal information is important to us and we use physical security and other measures to ensure that personal information is protected from misuse, interference and loss, and from unauthorised access, modification and disclosure.

22. We maintain computer and network security by using firewalls, user identifiers and passwords to control access to our Online Systems

23. When considering new initiatives and projects, we always ensure that privacy considerations are taken into account.

H. HOW TO CORRECT AND ACCESS PERSONAL INFORMATION

24. Under the Privacy Act, individuals have a right to complete access to their records. You may request that we confirm whether we hold any personal information about you and, where applicable, request that we provide you with a copy of your personal information. You will be required to provide proof of identity to obtain access to your personal information. In most situations, we will make available to you any personal information we hold about you. We will not charge you for lodging a request to access your personal information, but we may charge you for the reasonable costs incurred by us in providing you with access to your information.

25. In certain circumstances, we may not be able to provide you with access to your personal information, for example, where:

- a) access would have an unreasonable impact on the privacy of others;
- b) we are required by a law enforcement agency to withhold the information;
- c) the information may affect current legal proceedings; or
- d) the information may affect the health or safety of another individual.

26. We take all reasonable precautions to ensure the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide.

27. If you ask us to correct personal information that we hold about you, or if we are satisfied that the personal information that we hold is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

28. If we correct personal information about you, and we have previously disclosed that information to another agency or organisation that is subject to the Privacy Act, you may ask us to notify that other entity. If so, we will take reasonable steps to do so, unless this would be impracticable or unlawful.

29. Except in the case of more complicated requests, we will endeavour to respond to access and correction requests within 30 days.

I. NOTIFIABLE DATA BREACHES SCHEME

30. In the event of any loss, or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, in accordance with our obligations under the Notifiable Data Breaches Scheme, we will investigate and notify you and the Australian Information Commissioner as soon as practicable of becoming aware of the loss, or unauthorised access or disclosure, in accordance with the Privacy Act). When notifying you and the Australian Information Commissioner, we will outline the steps that will be undertaken in response to the breach. A review of the breach will be undertaken in accordance with our Data Breach Response Plan, and actions implemented to prevent a future breach.

J. OPT-OUT/UNSUBSCRIBE

31. You can easily opt-out or unsubscribe from our communications at any time by contacting us.

K. HOW TO MAKE A COMPLAINT

32. If you wish to complain about our collection, use or disclosure of your personal information or believe that we have breached this Privacy Policy, or any of the APPs in the Privacy Act, then you should make a complaint to us to be directed to the **Member Protection Officer, Joeys Netball Club Inc.** You should include as much detail as you can about the personal information affected, and the circumstances that you believe amount to a breach of this Privacy Policy.

33. We will undertake an internal investigation and may contact you if we need to obtain any further information in relation to your complaint. We will generally provide a written response to your complaint within 30 days. The response will set out the results of our investigation, including whether we agree that a breach of this Privacy Policy has occurred.

34. If you are unhappy with our response to your complaint, you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC). Details of how to contact the OAIC are provided on its website at www.oaic.gov.au.

L. CHANGES TO THIS PRIVACY POLICY

35. We may vary this Privacy Policy from time to time to reflect our changing business practices, by posting an updated version of this Privacy Policy on the Joeys website and Facebook page.

This Privacy Policy took effect on 1 January 2020.