

GLADESVILLE GYMNASTICS CLUB

PRIVACY POLICY

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Policy Coverage:	All GGC Gymnastics & Activities
Date of Review:	1 January 2021

GLADESVILLE GYMNASTICS CLUB - PRIVACY POLICY

INTRODUCTION

Gladesville Gymnastics Club is an Incorporated Association, ABN 19 693 703 216, and is a Not for Profit organisation governed by the Constitution and Charter of the Management Committee (herein referred to as 'GGC').

GGC is committed to providing the highest levels of membership service. This includes protecting the privacy of its members. GGC is bound by the Commonwealth *Privacy Act 1988*, which sets out a number of principles concerning the protection of an individual's personal information.

OBJECTIVE

The aim of these laws is to ensure that organisations handle personal information responsibly and provide a consistent approach to its collection, use and disclosure. These laws also give the individual rights such as access to their personal information and the ability to correct it, if needed.

This document sets out how GGC may collect, hold and use personal information. By providing your personal information to GGC, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

APPLICATION

This Privacy Policy contains the following important information the Privacy Act requires us to communicate to all of our members, regarding the use of Personal Information:

- What is Personal Information?
- What Personal Information do we collect?
- How we collect Personal Information
- How we use Personal Information
- How we collect Personal Information
- When we disclose Personal Information
- Accuracy of Personal Information
- Access to Personal Information
- Resolving Privacy issues and complaints
- Changes to the Policy

WHAT IS PERSONAL INFORMATION?

"Personal information" is information, or an opinion (including information forming part of a database), whether true or not, and whether recorded in material form or not, about an individual whose identity is reasonably apparent, or can be reasonably ascertained, from the information or opinion.

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GGC collects personal information in order to properly and efficiently carry out its functions, including to provide you requested products and services, and to facilitate the provision of marketing and promotion services that may be of interest to you.

GGC uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). We may state a more specific purpose at the point we collect your information.

If you do not provide us with the information that we request, we may not be able to provide you with our products or services.

WHAT PERSONAL INFORMATION DOES GGC COLLECT?

The information collected by GGC about a particular individual 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, credit card details, driver's licence number, passport number, insurance details, employment history, working with children checks, police checks, qualifications or communication history with GGC.

Sensitive Information

If it is reasonably necessary in the circumstances, GGC may also collect sensitive information (which is a type of personal information) such as a member's medical history, nationality or disability backgrounds.

Sensitive information is afforded a higher level of privacy protection than other personal information. Where you provide sensitive information to GGC, you also provide consent to GGC collecting it in accordance with this Privacy Policy, unless you tell us otherwise.

HOW GGC COLLECTS PERSONAL INFORMATION

To deliver and enhance the services offered by GGC, certain personal information is collected. GGC collects personal information from individuals when an individual:

- registers to become a club member (ie a junior or ordinary member, a participant, athlete, employee, volunteer or administrator)
- joins the club and their details are entered into GNSW or GA's database
- participates in any program, activity, competition or event run by the club, or any state, national or international gymnastics governing body
- purchases merchandise, event tickets, products or services from the club
- requests information from the club, or contacts the club via email, telephone or mail or engages with the club via social media
- participates in a club survey
- accesses the club website or third party providers
- is elected or appointed to a Committee of the club; or
- applies for employment or a committee or volunteer position with the club.

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Personal information may also be collected where GGC 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

If you do not provide some or all of the information that we request from you, this may affect GGC'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 GGC. If it is impracticable for GGC to deal with you as a result of you not providing the requested information or consent, GGC may refuse to do so.

Collection from third parties

GGC may collect personal information regarding a child from the parent, guardian or other responsible person associated with that child.

In some circumstances, GGC may collect information from other third parties which may include, without limitation, Schools, sporting organisations or transfer of information from other third parties such as Gladesville RSL.

Information storage and protection

GGC stores personal information on a computer database. The personal information may be held in both paper file and computer file form. GGC has implemented measures of a reasonable nature to ensure that all personal information is securely stored from misuse, loss and unauthorised handling.

Much of the information we collect from and about our members is added to GGC's membership database. When your information is entered into GGC's membership database, the information may be combined or linked with other information held about you and/or associated individuals.

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

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HOW GGC USES PERSONAL INFORMATION

GGC, and third parties to whom we may disclose personal information in accordance with this Privacy Policy, may collect, hold and use your personal information to:

1. verify your identity;
2. complete background checks;
3. research, develop, run, administer and market competitions, education courses, programs, activities and other events relating to gymnastics;
4. research, develop and market products, services, merchandise and special offers made available by us and third parties;
5. respond to emergency situations involving or requiring medical treatment;
6. administer, manage and provide you with registration and access to GGC's website and class portal;
7. keep you informed of news and information relating to various gymnastics events, activities and opportunities via various communication channels;
8. internal accounting, administration, and reporting; and
9. regulatory reporting and compliance.

GGC may use health information to ensure that programs, competitions, events or tours we operate are run safely and in accordance with any special health needs participants may require. Health information may also be kept for insurance purposes. In addition, we may use de-identified health information and other sensitive information to carry out research, or to plan events and activities.

If GGC sends any information about services or products that is not required, or that you do not want disclosed to any other organisation (including related organisations), you can advise GGC accordingly by writing to GGC administration at info@gladesvillegymnastics.com.au

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WHEN WE DISCLOSE PERSONAL INFORMATION

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

1. companies we engage to carry out functions and activities on GGC's behalf, including direct marketing;
2. our professional advisers, including our accountants, auditors and lawyers;
3. our insurers;
4. relevant sporting bodies such as Gymnastics Australia, Gymnastics NSW, various international, national and state sporting bodies, competition/event management companies, Federal and State Departments of Sport amongst others; and
5. in other circumstances permitted by law.

When GGC provides GNSW and GA with personal information about their members GGC is required to make the individual aware that the information has been provided to GNSW/GA and for what purpose and to whom it may be disclosed and also how they can access their information. This is extremely important for Club owners providing the personal information of their members in GNSW and GA's databases.

Direct marketing

GGC may use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).

If you do not wish to receive e-mail, SMS or posted offers from GGC, you may opt-out by advising us at any time by contacting GGC administration at info@gladesvillegymnastics.com.au

Other disclosures

In addition, GGC may also disclose personal information:

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

GGC Website & Portal

When you visit the GGC website or portal, our systems may record certain information about your use of the site/portal, including the web pages visited and the time and date of visit. GGC may use this information to help analyse and improve the performance of our website.

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In addition we may use “cookies” on the website. Cookies are small text files that assist our website retain user preferences to improve the experience of using our website/portal. In some cases, the cookies that we use may collect some personal information. GGC 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.

ACCURACY OF PERSONAL INFORMATION

GGC takes reasonable steps to ensure that whenever personal information is collected or disclosed, it is accurate, complete and up to date.

ACCESS TO PERSONAL INFORMATION

You have a right to access your personal information, subject to some exceptions allowed by law. You can gain access to your personal information by contacting GGC as set out below. You may also advise GGC at any time about possible breaches of privacy, or inaccurate, incomplete personal information, that may have changed.

We will take reasonable steps to ensure that the personal information we collect, use or disclose 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 you to regularly review and update your personal information. We will respond to your request for access within a reasonable period. 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 correct it.

RESOLVING PRIVACY ISSUES AND COMPLAINTS

Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to GGC administration as follows:

Email: info@gladesvillegymnastics.com.au

We will respond to your complaint within a reasonable period, and will try to resolve your complaint for you. If we are unable to resolve your complaint 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.

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CHANGES TO THE POLICY

The GGC Privacy Policy will be reviewed annually and updated in line with any legislative changes that may have a significant impact on the manner in which privacy matters are to be dealt with.

In addition, GGC is committed to ensuring all policies are up-to-date and reflect current practices. The latest review date is recorded at the beginning of each policy.