



CROQUET VICTORIA'S PRIVACY POLICY EXPLAINED

Your privacy is important

This statement outlines the Croquet Victoria's policy on how Croquet Victoria uses and manages personal information provided to or collected by it.

Croquet Victoria is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. [OPTION: In relation to health records, Croquet Victoria is also bound by the Victorian Health Privacy Principles which are contained in the Health Records Act 2001].

Croquet Victoria may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the Croquet Victoria's operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of personal information does Croquet Victoria collect and how does Croquet Victoria collect it?

The type of information Croquet Victoria collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Name and address;
- Contact details such as phone number/s and email address;
- Profile and personal details that you place on your personal page at the Croquet Victoria website;
- Details of coaching and refereeing status, including applicable certificates held; and
- Handicap details.

Personal Information you provide:

The Croquet Victoria will generally collect personal information held about an individual by way of entry to the Croquet Victoria website database by club representative or yourself.

Personal Information provided by other people:

In some circumstances Croquet Victoria may be provided with personal information about an individual from a third party, for example other Croquet Associations.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to Croquet Victoria's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between Croquet Victoria and employee. However, Croquet Victoria must provide access and ensure compliance with the Health Privacy Principles under the Victorian Health Records Act 2001.

How will the Croquet Victoria use the personal information you provide?

Croquet Victoria will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to direct marketing, Croquet Victoria will not use your personal information for direct marketing.

We use video surveillance for security purposes and the footage will be used only by Croquet Victoria and by the providers of our security services for security purposes. Surveillance videos are not used by Croquet Victoria for other purposes and the footage is not publicly available. Surveillance cameras are not located in any bathrooms or change room facilities.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, Croquet Victoria's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which Croquet Victoria uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- for taxation, etc. matters; and
- to satisfy the Croquet Victoria's legal obligations,

Where Croquet Victoria receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

The Croquet Victoria also obtains personal information about volunteers who assist Croquet Victoria in its functions or conduct associated activities, such as to enable Croquet Victoria and the volunteers to work together.

Who might Croquet Victoria disclose personal information to?

Croquet Victoria may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to Croquet Victoria, and
- anyone you authorise Croquet Victoria to disclose information to.

Sending information overseas:

Croquet Victoria will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

[We do not use overseas providers of IT services including servers and cloud services.]

How does Croquet Victoria treat sensitive information?

In referring to 'sensitive information', Croquet Victoria means:

"information relating to a person's racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual".

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

Croquet Victoria's staff are required to respect the confidentiality of personal information and the privacy of individuals.

Croquet Victoria has in place steps to protect the personal information Croquet Victoria holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

When you use our website, having your cookies enabled will allow us to maintain the continuity of your browsing session and remember your details when you return. We may also use web beacons, Flash local stored objects and JavaScript. If you adjust your browser settings to block, reject or delete these functions, the webpage may not function in an optimal manner. We may also collect information about your IP address, although this may not identify you.

Updating personal information

The Croquet Victoria endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by Croquet Victoria by contacting the Secretary of Croquet Victoria at any time.

The Australian Privacy Principles and the Health Privacy Principles require Croquet Victoria not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

You have the right to check what personal information Croquet Victoria holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which Croquet Victoria holds about them and to advise Croquet Victoria of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information Croquet Victoria] holds about you, please contact the Secretary in writing.

Croquet Victoria may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, Croquet Victoria may charge a fee to retrieve and copy any material. If the information sought is extensive, Croquet Victoria will advise the likely cost in advance.

How long will Croquet Victoria keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

Enquiries and privacy complaints

If you would like further information about the way Croquet Victoria manages the personal information it holds, please contact the Secretary. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the Secretary who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting, then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666