



## Privacy Policy

The protection of personal information is important to Hockey Albury Wodonga (**HAW**). HAW is committed to respecting individual's privacy and the protection of personal information.

This policy was last updated April 2019 and will be evaluated bi-annually

This document sets out how HAW may collect, hold and use personal information. By providing your personal information to HAW (either directly or through an affiliated organisation), you consent to its use, storage and disclosure in accordance with this Privacy Policy.

### Why does HAW collect 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.

HAW 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.

HAW 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 and sensitive information does HAW collect?

#### 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.

The information collected by HAW about a particular 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, credit card details, driver's licence number, passport number, insurance details, employment history, qualifications or communication history with HAW.

#### Sensitive Information

"Sensitive information" is a type of personal information that also includes information or an opinion about an individual'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, HAW may also collect sensitive information such as your medical history, disability background or racial or ethnic origin.

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

### **How does HAW collect and hold personal information?**

Information may be collected when you:

1. become a member of HAW;
2. become a member of a hockey club, which is a member of, or affiliated with HAW;
3. subscribe to any publication of HAW, including electronic publications;
4. are selected or nominated for representation in a HAW representative hockey team;
5. provide details to HAW in an application, consent form, survey, feedback form or incident report;
6. access the HAW website;
7. contact HAW via email, telephone or mail or engage with HAW via social media;
8. participate in any program, activity, competition or event run by HAW;
9. purchase merchandise, products or services from HAW or an authorised agent or licensee;
10. are elected or appointed to the Board or a committee of HAW; or
11. apply for employment or a volunteer position with HAW.

Personal information may also be collected where HAW 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 HAW'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 HAW. If it is impracticable for HAW to deal with you as a result of you not providing the requested information or consent, HAW may refuse to do so.

### **Collection from third parties**

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

### **Information storage and protection**

HAW stores information in different ways, including in paper and electronic form.

Much of the information we collect from members and players is added to HA's National Database. When your information is entered into HA's database, the information may be combined or linked with other information held about you. HA's database is shared among HA, its State and Territory hockey associations and its clubs, with each organisation having access to information relevant to its members or registered players.

Security of personal information is important to HA and HAW. HA has taken steps to protect the information held from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures HA and HAW use includes strict confidentiality requirements of our employees, volunteers, HAW Affiliates and service providers, security measures for system access and security measures for our website.

### **How does HAW use and disclose personal information?**

HAW, 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, programs, activities and other events relating to hockey or other sports;
4. research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to our member clubs, other hockey associations or our licensees, suppliers and sponsors;
5. respond to emergency situations involving or requiring medical treatment;
6. administer, manage and provide you with access to the HAW website;
7. administer, manage and provide you with access to the HA National Database; and
8. keep you informed of news and information relating to various HAW or hockey events, activities and opportunities via various mediums.

HAW may use health information to ensure that programs 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, including individual's racial or ethnic origin, to carry out research, to prepare submissions to government, or to plan events and activities.

### **Disclosure**

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

1. HA, HV, HACT and other organisations involved in hockey and sporting programs in Australia;
2. our member clubs;
3. companies we engage to carry out functions and activities on HAW's behalf;
4. our professional advisers, including our accountants, auditors and lawyers;
5. our insurers;
6. relevant sporting bodies such as the International Hockey Federation (FIH), Australian Sports Commission, Australian Olympic Committee, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, the various State and Territory Institutes and Academies of Sport, the Australian Commonwealth Games Association, various National Sporting bodies, Federal and State Departments of Sport amongst others; and
7. in other circumstances permitted by law.

### **Direct marketing**

While at this stage we are not involved in direct marketing, we may use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).

## Other disclosures

In addition, HAW 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.

## HAW website

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

In addition we may use “cookies” on the HAW website. Cookies are small text files that assist our website retain user preferences to improve the experience of using our website. In some cases, the cookies that we use may collect some personal information. HAW 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 HAW website are not subject to HAW's privacy standards, policies or procedures. HAW 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 of information held by HAW

HAW 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 you to regularly review and update your personal information. If you would like to access the personal information that we hold about you, please let us know by making a request via the contact details set out below. 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 queries in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to HAW in one of the following ways:

- **By telephone** on (02) 6041 3417
- **Write to:**  
Hockey Albury Wodonga  
P.O Box 386  
ALBURY 2640
- **By email to** [admin@haw.net.au](mailto:admin@haw.net.au)

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