



The Polocrosse Association of Australia Inc.

Privacy Policy

Adopted by the PAA Board on 11 April 2014

PRIVACY POLICY

The protection of personal information is important to the Polocrosse Association of Australia Inc (**PAA**). We are committed to respecting your privacy and the protection of personal information.

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

Why does PAA 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.

PAA collects personal information in order to properly and efficiently carry out our functions in relation to the promotion, organisation, administration and marketing of the sport of polocrosse in Australia. This includes to provide to you any requested products and services, and to facilitate the provision of marketing and promotion services that may be of interest to you.

PAA 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 also state more specific purposes 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 PAA collect?

Personal Information

The personal information collected by PAA about you will vary depending on the circumstances of collection. It may include, but is not limited to, your 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 PAA.

Sensitive Information

If it is reasonably necessary in the circumstances, PAA may also collect sensitive information (which is a type of personal information) such as your medical history, nationality or disability background.

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

How does PAA collect and hold personal information?

Information may be collected when you:

1. become a member of a polocrosse club, association or other body which is a member of, or affiliated with, PAA (**PAA Affiliate**);
2. subscribe to any publication of PAA or a PAA Affiliate, including electronic publications;
3. provide details to PAA or a PAA Affiliate in an application, consent form, survey, feedback form or incident report;
4. enter personal information into, or agree to having your personal information entered into, one of PAA's online systems;
5. access the PAA website or a website of a PAA Affiliate;
6. contact PAA via email, telephone or mail or engage with PAA via social media;
7. participate in any program, activity, competition or event run by PAA or a PAA Affiliate;
8. purchase tickets to a polocrosse or other sporting event from PAA or an authorised agent;
9. purchase merchandise, products or services from PAA or an authorised agent or licensee;
10. are elected or appointed to the Board or a committee of PAA; or
11. apply for employment or a volunteer position with PAA or a PAA Affiliate.

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

Collection from third parties

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

In some circumstances, PAA collects information from PAA Affiliates or other third parties.

Examples of such third parties could include, without limitation, the Australian Sports Commission, the Australian Sports Anti-Doping Agency, the Australian Institute of Sport, non-affiliated polocrosse organisations, current and potential polocrosse sponsors, or government and law enforcement bodies as required by law.

Information storage and protection

PAA 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 PAA's membership database. When your information is entered into PAA's membership database, the information may be combined or linked with other information held about you.

Security of personal information is important to PAA. PAA's electronic membership database is stored by an external provider. We have taken steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures we use include: strict confidentiality requirements of our employees, volunteers, PAA Affiliates and our external service providers; security measures for our electronic system access; security measures for our website; and security measures for access to and storage of any hard copy files we hold.

How does PAA use and disclose personal information?

Use

PAA, 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 polocrosse;
4. research, develop and market products, services, merchandise and special offers made available by us and by third parties;
5. respond to emergency situations involving or requiring medical treatment;
6. administer, manage and provide you with access to our website or the website of PAA Affiliates;
7. keep you informed of news and information relating to various polocrosse events, activities and opportunities via various mediums.

PAA 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 to carry out research, to prepare submissions to government, or to plan events and activities.

Disclosure

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

1. PAA Affiliates and other organisations involved in polocrosse programs in Australia;
2. companies we engage to carry out functions and activities on PAA's behalf, including direct marketing;

3. our professional advisers, including our accountants, auditors, lawyers and health service providers;
4. our insurers;
5. other relevant sporting bodies such as the International Polocrosse Council, the Australian Sports Commission, the Australian Sports Anti-Doping Authority, the Australian Institute of Sport, various National and State sporting bodies, and Federal and State Departments of Sport amongst others; and
6. in other circumstances permitted by law.

In some circumstances personal information may also be disclosed outside of Australia, for example, information disclosed to the International Polocrosse Council. In such circumstances, PAA will use our 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 similar to the Australian privacy laws.

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).

If you do not wish to receive e-mail, SMS or posted offers from PAA, you may opt-out by using the link provided in any communication sent to you. Alternatively, you may advise us at any time by contacting the PAA Privacy Officer via the contact details set out in this policy.

PAA website: www.polocrosse.org.au

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

In addition we may use “cookies” on our website. Cookies are small text files that assist our website retain user preferences to improve your experience of using our website. In some cases, the cookies that we use may collect some personal information. PAA 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 may lose the benefit of the enhanced website experience that the use of cookies may offer.

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

Other disclosures

In addition, PAA 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.

Accessing and seeking correction of information held by PAA

PAA will take all 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 personal information provided to us both directly and indirectly as being accurate.

We encourage you to regularly review and update your personal information. PAA members are able to access the database to correct the personal information held about them at any time. You can also contact your relevant State Association to request amendments.

If you find that personal information we hold about you is inaccurate, incomplete or out-of-date, and you are unable to update it or require assistance to do so, please contact us immediately and we will correct it. 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.

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 the PAA Privacy Officer at this address:

Privacy Officer
Polocrosse Association of Australia
19 Sandon Drive, Bulli, NSW 2516
Email: neo@polocrosse.org.au
Phone: 1300 363 722

We will respond to your complaint within a reasonable period, and 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.

For further information on PAA's management of personal information, please contact us.

PAA may amend this Privacy Policy from time to time.