



Squash Australia Ltd

Office 9, Sports House
150 Caxton St, Milton QLD 4064
P: (07) 3367 3200
F: (07) 3367 3320
squashoz@squash.org.au
www.squash.org.au
ABN: 73 072 625 935

Affiliations

World Squash Federation
Australian Commonwealth Games Association
Oceania Squash Federation
Confederation of Australian Sport
Australian Olympic Committee

PRIVACY POLICY

(Regulation 7 - Privacy Policy)



VERSION CONTROL

Version 1.0	June 2016
-------------	-----------

Principal Partner



Official Ball



PRIVACY POLICY

Policy Overview

Squash Australia has implemented a Privacy Policy. This policy takes effect immediately.

You will need to review the Privacy Policy and make yourself familiar with the contents of the policy.

What is a Privacy Policy?

The Privacy Policy sets out the expectations of Squash Australia with regards to the privacy of athletes, coaches and Squash Australia employees.

Some important points to consider

The Privacy Policy sets out clear guidelines and boundaries regarding the privacy of athletes, coaches and Squash Australia employees.

What do I need to do?

You need to read the Privacy Policy carefully and understand the expectations of Squash Australia.

PRIVACY POLICY

The protection of personal information is important to Squash Australia Ltd (**SA**). SA is committed to respecting individual's privacy and the protection of personal information.

In Australia, squash programs, events and activities are implemented and conducted by a number of different squash organisations across the country. Accordingly, SA has developed this privacy policy to apply to Australian Squash Organisations (**ASO**).

For the purposes of this Privacy Policy, each of the following is an ASO:

- (a) SA;
- (b) state member associations of SA, being the recognised bodies, which, within the policy framework of SA, govern the sport of squash in their respective State or Territory, and which have adopted this Privacy Policy; and
- (c) any other association, club or other body which is a member of or affiliated with SA or an affiliate of SA and which have adopted this Privacy Policy.

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

Why do ASOs collect personal information?

ASOs collect 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 promotional services that may be of interest to you.

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

If you do not provide an ASO with the information that it requests, that ASO may not be able to provide you with their products or services.

What personal and sensitive information do ASOs 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 an ASO 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, residential address and/or postal address, phone numbers), alias/nickname, date of birth, age, gender, weight, photograph, credit card details, driver's licence number, passport number (for national team members), insurance details, employment history, qualifications or communication history with the ASO.

Sensitive Information

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

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

How do ASOs collect and hold personal information?

Information may be collected when you:

1. **become a member of an ASO;**
2. **subscribe to any publication of an ASO, including but not limited to electronic publications;**
3. **provide details to an ASO in an application, consent form, enrolment form, survey, feedback form or incident report;**
4. **enter personal information into, or agree to having your personal information entered into, an ASO's online system;**
5. **access an ASO's website;**
6. **contact an ASO via email, telephone or mail or engage with an ASO via social media;**
7. **participate in any program, activity, competition or event run by an ASO;**
8. **purchase tickets to a sporting event from an ASO or an authorised agent;**
9. **purchase merchandise, products or services from an ASO or an authorised agent or licensee;**
10. **are elected or appointed to the Board or a council or committee of an ASO; or**
11. **apply for employment or a volunteer position with an ASO.**

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

Collection from third parties

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

In some circumstances, ASOs collect information from 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 squash organisations or government and law enforcement bodies as required by law.

Information storage and protection

ASOs store information in different ways, including in paper and electronic form.

Much of the information ASOs collect from and about its members is added to its ASO's membership database. When your information is entered into an ASO's membership database, the information may be combined or linked with other information held about you.

Security of personal information is important to ASOs. ASOs have taken steps to protect the information they hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures ASOs use include strict confidentiality requirements of their employees, volunteers and service providers, security measures for system access and security measures for our website.

How does an ASO use and disclose personal information?

Use

ASOs, and third parties to whom ASOs 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 squash;**
- 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 access to the SA or an ASO's Website;**
- 7. keep you informed of news and information relating to various squash events, activities and opportunities via various mediums.**

ASOs may use health information to ensure that programs the ASO operates are run safely and in accordance with any special health needs participants may require. Personal information may also be kept for insurance purposes. In addition, ASOs 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

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

- 8. other ASOs and other organisations involved in squash programs in Australia;**
- 9. companies ASOs engage to carry out functions and activities on an ASO's behalf, including direct marketing;**
- 10. our professional advisers, including our accountants, auditors and lawyers;**
- 11. our insurers;**
- 12. relevant sporting bodies such as the World Squash Federation, Australian Sports Commission, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, various National Sporting bodies, Federal and State Departments of Sport amongst others; and**
- 13. in other circumstances permitted by law.**

In some circumstances personal information may also be disclosed outside of Australia, for example, information disclosed to the World Squash Federation. In such circumstances, the ASO 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 Principles.

Direct marketing

An ASO will 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 an ASO, you may opt-out by using the link provided. Alternatively, you may advise the ASO at any time that you do not wish to receive e-mail, SMS or posted offers.

Other disclosures

In addition, an ASO may also disclose personal information:

- 14. with your express or implied consent;**
- 15. when required or authorised by law;**
- 16. to an enforcement body when reasonably necessary; or**
- 17. to lessen or prevent a threat to an individual or public health or safety.**

ASO's websites

When you visit an ASO's website, their systems may record certain information about your use of the site, including the web pages visited and the time and date of their visit. ASOs use that information to help analyse and improve the performance of their websites.

In addition an ASO may use "cookies" on its website. Cookies are small text files that assist our website to retain user preferences to improve the experience of using our website. In some cases, the cookies that an ASO uses may collect some personal information. An ASO will treat this information in the same way as other personal information it collects. 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 an ASO's website are not subject to that ASO's privacy standards, policies or procedures. An ASO 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 an ASO

ASOs will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, they rely on the accuracy of personal information as provided to them both directly and indirectly.

You are encouraged to regularly review and update your personal information. If you would like to access the personal information that an ASO holds about you, please let that ASO know by making a request to the ASO in writing. The ASO will respond to your request for access within a reasonable period. If you find that the personal information an ASO holds about you is inaccurate, incomplete or out-of-date, please contact the ASO immediately to 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 the relevant ASO directly.

Any issues or complaints in relation to SA's collection, use, disclosure, quality, security of and access to your personal information may be made to SA in one of the following ways:

- **By telephone** on 07 3367 3200

- **Write to:**

Squash Australia
Office 9, Sports House, 150 Caxton Street
Milton, Queensland, 4064

- **By email** to ceo@squash.org.au

SA will respond to your complaint within a reasonable period, and try to resolve your complaint for you. If SA is 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 SA's management of personal information, please contact SA.

SA may amend this Privacy Policy from time to time.

18. **become a member of an ASO;**
19. **subscribe to any publication of an ASO, including but not limited to electronic publications;**
20. **provide details to an ASO in an application, consent form, enrolment form, survey, feedback form or incident report;**
21. **enter personal information into, or agree to having your personal information entered into, an ASO's online system;**
22. **access an ASO's website;**
23. **contact an ASO via email, telephone or mail or engage with an ASO via social media;**
24. **participate in any program, activity, competition or event run by an ASO;**
25. **purchase tickets to a sporting event from an ASO or an authorised agent;**

26. **purchase merchandise, products or services from an ASO or an authorised agent or licensee;**
27. **are elected or appointed to the Board or a council or committee of an ASO; or**
28. **apply for employment or a volunteer position with an ASO.**

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

Collection from third parties

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

In some circumstances, ASOs collect information from 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 squash organisations or government and law enforcement bodies as required by law.

Information storage and protection

ASOs store information in different ways, including in paper and electronic form.

Much of the information ASOs collect from and about its members is added to its ASO's membership database. When your information is entered into an ASO's membership database, the information may be combined or linked with other information held about you.

Security of personal information is important to ASOs. ASOs have taken steps to protect the information they hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures ASOs use include strict confidentiality requirements of their employees, volunteers and service providers, security measures for system access and security measures for our website.

How does an ASO use and disclose personal information?

Use

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

29. **verify your identity;**
30. **complete background checks;**
31. **research, develop, run, administer and market competitions, programs, activities and other events relating to squash;**
32. **research, develop and market products, services, merchandise and special offers made available by us and third parties;**
33. **respond to emergency situations involving or requiring medical treatment;**

- 34. administer, manage and provide you with access to the SA or an ASO's Website;**
- 35. keep you informed of news and information relating to various squash events, activities and opportunities via various mediums.**

ASOs may use health information to ensure that programs the ASO operates are run safely and in accordance with any special health needs participants may require. Personal information may also be kept for insurance purposes. In addition, ASOs 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

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

- 1. other ASOs and other organisations involved in squash programs in Australia;**
- 2. companies ASOs engage to carry out functions and activities on an ASO's behalf, including direct marketing;**
- 3. our professional advisers, including our accountants, auditors and lawyers;**
- 4. our insurers;**
- 5. relevant sporting bodies such as the World Squash Federation, Australian Sports Commission, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, various National Sporting bodies, 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 World Squash Federation. In such circumstances, the ASO 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 Principles.

Direct marketing

An ASO will 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 an ASO, you may opt-out by using the link provided. Alternatively, you may advise the ASO at any time that you do not wish to receive e-mail, SMS or posted offers.

Other disclosures

In addition, an ASO 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.**

ASO's websites

When you visit an ASO's website, their systems may record certain information about your use of the site, including the web pages visited and the time and date of their visit. ASOs use that information to help analyse and improve the performance of their websites.

In addition an ASO may use "cookies" on its website. Cookies are small text files that assist our website to retain user preferences to improve the experience of using our website. In some cases, the cookies that an ASO uses may collect some personal information. An ASO will treat this information in the same way as other personal information it collects. 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 an ASO's website are not subject to that ASO's privacy standards, policies or procedures. An ASO 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 an ASO

ASOs will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, they rely on the accuracy of personal information as provided to them both directly and indirectly.

You are encouraged to regularly review and update your personal information. If you would like to access the personal information that an ASO holds about you, please let that ASO know by making a request to the ASO in writing. The ASO will respond to your request for access within a reasonable period. If you find that the personal information an ASO holds about you is inaccurate, incomplete or out-of-date, please contact the ASO immediately to 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 the relevant ASO directly.

Any issues or complaints in relation to SA's collection, use, disclosure, quality, security of and access to your personal information may be made to SA in one of the following ways:

- **By telephone** on 07 3367 3200

- **Write to:**

Squash Australia
Office 9, Sports House, 150 Caxton Street
Milton, Queensland, 4064

- **By email** to ceo@squash.org.au

SA will respond to your complaint within a reasonable period, and try to resolve your complaint for you. If SA is 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 SA's management of personal information, please contact SA.

SA may amend this Privacy Policy from time to time.