



## Privacy Policy

The protection of personal information is important to Womens Bowls New South Wales Incorporated (WBNSW). WBNSW is committed to respecting individual's privacy and the protection of personal information.

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

### Why does WBNSW 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.

WBNSW 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.

WBNSW 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 WBNSW 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 WBNSW 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 WBNSW.

## **Sensitive Information**

If it is reasonably necessary in the circumstances, WBNSW may also collect sensitive information (which is a type of personal information) such as your 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 WBNSW, you also provide consent to WBNSW collecting it in accordance with this Privacy Policy, unless you tell us otherwise.

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

Information may be collected when you:

1. become a member of a Bowls Club, association or other body which is a member of or affiliated with WBNSW;
2. subscribe to any publication of WBNSW or a WBNSW Affiliate, including electronic publications;
3. provide details to WBNSW or a WBNSW 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 WBNSW's online systems;
5. access the WBNSW website or a website of a WBNSW Affiliate;
6. contact WBNSW via email, telephone or mail or engage with WBNSW via social media;
7. participate in any program, activity, competition or event run by WBNSW or a WBNSW Affiliate;
8. purchase tickets to a Bowls or sporting event from WBNSW or an authorised agent;
9. purchase merchandise, products or services from WBNSW or an authorised agent or licensee;
10. are elected or appointed to the Board or a committee of WBNSW; or
11. apply for employment or a volunteer position with WBNSW or a WBNSW Affiliate.

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

## **Collection from third parties**

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

In some circumstances, WBNSW collects information from WBNSW Affiliates or other third parties. Examples of such third parties could include, without limitation, Bowls Australia, World Bowls, Royal Bowls NSW, New South Wales Sport and Recreation, NSW Sports Federation, or other bowls organisations including state sporting association, the Australian Sports Commission, the

Australian Sports Anti-Doping Agency, the Australian Institute of Sport, non-affiliated Bowls organisations or government and law enforcement bodies as required by law.

### **Information storage and protection**

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

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

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

#### **Use**

WBNSW, 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 Bowls;
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 WBNSW's website;
7. keep you informed of news and information relating to various Bowls events, activities and opportunities via various mediums.

WBNSW 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**

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

1. WBNSW Affiliates and other organisations involved in Bowls programs in Australia;
2. companies we engage to carry out functions and activities on WBNSW'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 Bowls Australia, World Bowls, 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 Bowls. In such circumstances, WBNSW 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**

We 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 WBNSW, you may opt-out by using the link provided. Alternatively, you may advise us at any time by contacting the WBNSW Executive Officer via the contact details set out in this policy.

### **Other disclosures**

In addition, WBNSW 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.

### **WBNSW website**

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

In addition we may use "cookies" on the WBNSW 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. WBNSW 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 WBNSW website are not subject to WBNSW's privacy standards, policies or procedures. WBNSW 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 WBNSW**

WBNSW 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 issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to the WBNSW Privacy Officer at this address:

Executive Officer at Womens NSW Email: ceo@womensbowlsnsw.org Phone:02 9267 7155 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 WBNSW's management of personal information, please contact WBNSW.

WBNSW may amend this Privacy Policy from time to time.