



PRIVACY POLICY

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| Compliant with: |
| Privacy Act 1988 (Compilation 1 July 2022) |
| The Australian Privacy Principles |

Croquet NSW acknowledges the traditional owners of the lands of NSW on which we meet and enjoy croquet. We pay our respects to elders past and present and emerging

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Introduction

The protection of personal information is important to Croquet New South Wales Incorporated. (CNSW).

CNSW is committed to respecting the right to privacy and the protection of personal Information of its member clubs, their members, and our relative affiliates.

This document sets out how CNSW may collect, hold, and use personal information. Most of the information CNSW will need from clubs and members can be provided voluntarily, except for information required for insurance purposes, compliance for event entry, legal and mandatory reporting.

By providing your personal information to CNSW, you consent to its use, storage, and disclosure in accordance with this Privacy Policy and the Australian Privacy Act 1988 (Compilation No 90 April 2022) and the Australian Privacy Principles.

1. Why Does Croquet NSW Collect Personal Information?

- a) CNSW collects personal information to carry out its functions properly and efficiently, including compiling budgets, future planning, information required by Sport NSW and other government agencies. Most data sets used externally are general and do not require personal or individual identity information.
- b) CNSW 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). CNSW may from time-to-time state a more specific purpose at the point we collect your information.
- c) If you do not provide us with the information that we request, we may not be able to provide you with all resources or services available to you.

2. What personal and sensitive information does Croquet NSW collect?

- a) Personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.
- b) The information collected by CNSW 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 that a person identifies as, driver's licence number, bank account or credit card details [for purposes of entry fees for events], availability, photograph, training location, working with children check, parent or guardian contact information, communication history with CNSW.
- c) If it is reasonably necessary in the circumstances, CNSW may also request and store sensitive information (which is a type of personal information) such as some medical history (including details of any health conditions or any allergies you may have), medication being taken, results from any drug testing undertaken at the direction of CNSW in association with the doping policy. Nationality/ethnicity or disability backgrounds to aid future planning and resource development.

- d) Sensitive information is afforded a higher level of privacy protection than other personal information. Where you provide sensitive information to CNSW, you also provide consent unless you tell us otherwise. Sensitive information provided will only be shared with your permission unless CNSW deems the information breaches the Code of Conduct or any other CNSW Policy.

3. How and when does Croquet NSW collect information?

- a) Information will be collected when you become a member of a Club affiliated with CNSW, when you enter an event and when you accept an invitation to represent NSW in an event.
- b) You may also be forwarded a croquet specific surveys or feedback forms and information notices from time to time, this helps CNSW ensure we are communicating with members regularly and effectively.
- c) When Clubs and members contact CNSW by phone, email, or mail.
- d) When the CNSW website and associated social media sites are accessed.
- e) CNSW use suitably secure online systems to obtain event and electronic publications registrations as well as payments for memberships, affiliation, and other information.
- f) When purchasing tickets, or similar related to CNSW sanctioned activities or events.
- g) When applying for Board or other positions including all other voluntary positions.
- h) By completing and submitting forms to CNSW you are providing consent for that information to be stored.
- i) Depending on the circumstances, some types of information will be required, and others might be optional. If you do not provide some or all the information requested, this may affect CNSW's ability to communicate with you or provide the requested feedback, information, and services.
- j) By not providing requested information, you may jeopardise your ability to participate in programs or competitions or volunteer positions with CNSW. If it is impracticable for CNSW to deal with you because of you not providing the requested information or consent, CNSW may refuse to do so.
- k) Personal information may also be collected where CNSW is required to do so by law (for education, child protection or working with children obligations, work, health and safety laws, equal opportunity, medical treatment, or other areas required by legislation in Australia).

4. Information Collection from third parties

- a) CNSW may collect personal information regarding a child from the parent or another responsible person associated with that child.
- b) Examples of other third parties could include, without limitation, State and Territory Sporting Associations, State and Territory sport and recreation or health department, Schools and other Education institutions, the Australia Croquet Association, the World Croquet Federation, the Australian Olympic Committee, Commonwealth Games Australia, Sport Australia, the Australian Sports Antidoping Agency, non-affiliated organisations or government and law enforcement bodies.

5. Information storage and protection

- a) Croquet NSW stores information in diverse ways, including in paper and electronic form.
- b) Much of the information we collect from and about our members and from or about people who register their interest in CNSW is added to CNSW's database. When information is entered into CNSW's database, the information may be combined or linked with other information held about you, such as handicap information, ranking and ACA (Australian Croquet Association) player ID.
- c) Security of personal information is important to CNSW. CNSW has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification, or disclosure.
- d) Some of the security measures CNSW uses include strict confidentiality requirements of our Board, volunteers, Sport Affiliates and service providers, security measures for system access and security measures for our website.
- e) We seek to protect your personal information from any unauthorised loss, disclosure, or access.
- f) However, if a serious data breach occurs, we must notify you as required under the Privacy Act regarding the circumstances of the breach and must also advise the Office of the Australian Information Commissioner.

6. How does Croquet NSW use and disclose personal and sensitive information?

CNSW may only disclose personal and sensitive information in accordance with this Privacy Policy to:

- a) Verify a volunteer/ member or stakeholder holds a working with children check.
- b) Research, develop, run, administer, conduct competitions, programs, activities, and other events related to CNSW.
- c) accordance with any special health needs participants may require. Health information may also be kept for insurance purposes.
- d) 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.

7. Disclosure

- a) CNSW may not disclose personal information to any third party for purposes of marketing, collection for charities, political, religious, or other purposes, not related to croquet.
- b) CNSW will, when required, disclose relevant information to:
 - i. Professional advisers, including CNSW accountants, auditors, and lawyers.
 - ii. CNSW Insurers
 - iii. CNSW Selectors.
 - iv. Relevant sporting bodies such as Croquet Australia, Sport NSW, The Australian Olympic Committee, Sport Australia, The Australian Sports Anti-Doping Authority, Australian Institute of Sport, Commonwealth Games Australia.

- v. Disciplinary committees and investigative bodies; and
 - vi. in other circumstances required by law.
- c) Accessing and seeking correction of information held by CNSW is available to clubs and their members.
 - d) CNSW will take all reasonable steps to ensure that the personal information it collects, uses, or discloses is accurate, complete, and up to date.
 - e) CNSW relies on the accuracy of personal information as provided to it directly and indirectly.
 - f) CNSW encourages all users to regularly review and update their personal information.
 - g) If you would like to access personal information other than that available via the member portal on the website, CNSW requires you to put your request in writing to the Secretary Croquet NSW at secretary@croquet-nsw.org.
 - h) If we do not allow you access to any part of the personal information we hold about you, we will tell you why.
 - i) CNSW will respond to your request for access within 14 days and endeavour to provide the requested information within 30 days. 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 see that it is corrected.

8. Resolving privacy issues and complaints

- a) Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to CNSW by contacting the CNSW Complaints Officer via complaints@croquet-nsw.org
- b) If CNSW is unable to resolve your complaint 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.

9. Personal Profile and Results

- a) CNSW may disclose personal information including personal profiles, photographs, and results to the media, in its newsletter and on its website/ social media.
- b) In addition, CNSW may also disclose personal information:
 - i. with your express or implied consent.
 - ii. when required or authorised by law.
 - iii. to an enforcement body when reasonably necessary; or
 - iv. to lessen or prevent a threat to an individual or public health or safety.

10. Croquet NSW's Website

- a) As with all websites when users visit CNSW's website, our systems may record information about use of the site, including the web pages visited and the time and date of their visit.
- b) CNSW uses this information to help analyse and improve the performance of CNSW's website.
- c) In addition, CNSW may use "cookies" on CNSW's website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that CNSW use may

collect some personal information. CNSW will treat this information in the same way as other personal information we collect.

- d) Cookies can be disabled at any time 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.

11. Websites linked to Croquet NSW's website

- a) CNSW cannot guarantee websites linked to CNSW website are subject to the same privacy standards, policies, and procedures as the CNSW website.
- b) CNSW cannot take any responsibility for the collection, use, disclosure, or security of any personal information that you provide to a third-party website.

CNSW will update and amend this policy as required.

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