



WHITE HILLS BOWLS CLUB PRIVACY POLICY 2024

White Hills Bowls Club is committed to respecting the right to privacy and the protection of personal information of our members and other persons who engage with White Hills Bowls Club.

When personal information is provided to White Hills Bowls Club, the person consents to its use, storage and disclosure under this policy.

What personal and sensitive information does White Hills Bowls Club collect? Personal

Information

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.

The information collected by White Hills Bowls Club about a 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 postal address, phone number), date of birth, gender, credit card details, driver's license number, passport number, insurance details, employment history, qualifications or communication history with White Hills Bowls Club.

Sensitive Information

Sensitive information is a type of personal information that also includes information or an opinion about someone'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, White Hills Bowls Club may also collect sensitive information such as a person's medical history, nationality, ethnic background or disabilities. White Hills Bowls Club is required by law to obtain consent when collecting sensitive information. White Hills Bowls Club will assume consent to collect all sensitive information provided for use under this policy unless told otherwise.

How do we collect personal information?

How does White Hills Bowls Club collect personal and sensitive information?
Information may be collected when you:

- become a member of the White Hills Bowls Club
- subscribe to any publication of White Hills Bowls Club, including electronic publications
- provide details to White Hills Bowls Club in an application, consent form, survey, feedback form or incident report
- provide details to White Hills Bowls Club in an application to become a Coach, Umpire or when you complete an accreditation such as Responsible Service of Alcohol;
- enter personal information into, or agree to have your personal information entered into, one of White Hills Bowls Club's online systems
- access the White Hills Bowls Club website

- Participate in any program, activity, competition, or event run by White Hills Bowls Club, the Bendigo Bowls Region, or Bowls Victoria.
- Are elected or appointed to the Board of Management or a sub-committee of White Hills Bowls Club; or
- Apply for employment or volunteer with White Hills Bowls Club.

Or in other circumstances where White Hills Bowls Club must do so by law (for education, child protection, work health and safety laws, charitable collections, medical treatment or other legislation in Australia).

Providing information

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 White Hills Bowls Club's ability to communicate with you or provide the requested products or services.

Not providing the requested information may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with White Hills Bowls Club. If it is impracticable for White Hills Bowls Club to deal with you because you did not provide the requested information or consent, White Hills Bowls Club may refuse to do so.

Collection from third parties

The White Hills Bowls Club may collect personal information regarding a child from the parent or other responsible person associated with that child. White Hills Bowls Club may collect information from other third parties in many circumstances. Examples of such third parties could include, but are not limited to, the Australian Sports Commission, the Australian Sports Anti-Doping Agency, the Australian Institute of Sport, the Australian Commonwealth Games Association, non-affiliated bowls organisations or government and law enforcement bodies.

Information storage and protection

White Hills Bowls Club stores information differently, on paper and in electronic form. Much of the information we collect from and about our members is added to White Hills Bowls Club's membership database. When your information is entered into White Hills Bowls Club's membership database, the information may be combined or linked with other information about you. White Hills Bowls Club's membership database is shared among Bowls Australia and Bowls Victoria, with each organisation having access to information about White Hills Bowls Club members.

Security of personal information

White Hills Bowls Club has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification, or disclosure. Some of the security measures White Hills Bowls Club uses include strict confidentiality requirements for our volunteers and service providers, security measures for system access, and security measures for our website.

We seek to protect your personal information from unauthorised loss, disclosure or access. However, if a serious data breach occurs, we must notify you as required under the Privacy Act regarding the circumstances of the breach and advise the Office of the Australian Information Commissioner.

How does White Hills Bowls Club use and disclose personal and sensitive information?

Use of Information

White Hills Bowls Club and third parties to whom we may disclose personal information under this policy, and we may use your personal information to:

- Verify your identity.
- Complete background checks.
- Research, develop, run, administer and market competitions, programs, activities and other events relating to bowls.
- Research or develop and market products, services, merchandise and special offers made available by us and third parties.
- Respond to emergencies involving or requiring medical treatment.
- Undertake administrative functions, such as billing.
- Administer, manage and provide you with access to <http://www.bowlsvic.org.au/>;
- Administer and manage our membership database; and
- We will use various mediums to keep you informed of news and information relating to various bowls events, activities, and opportunities.

White Hills Bowls Club may use health information to ensure that our programs are run safely and include participants' needs. 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, prepare submissions to the government or plan events and activities.

Disclosure

White Hills Bowls Club may disclose your personal information to a range of organisations, which include, but are not limited to:

1. Bowls Victoria, the Bendigo Bowls Region and other organisations involved in bowls programs in Victoria;
2. Companies we engage to carry out functions and activities on White Hills Bowls Club's behalf, including direct marketing;
3. Our professional advisers, including our accountants, auditors and lawyers;
4. Our insurers;
5. Relevant sporting bodies such as Bowls Australia, the Australian Sports Commission, the Australian Sports Anti-Doping Authority, the Australian Institute of Sport, the Australian Commonwealth Games Association, various National Sporting bodies, and Federal and State Departments of Sport, amongst others
6. In other circumstances permitted by law.

In addition, White Hills Bowls Club may also disclose personal information:

- (a) with your express or implied consent.
- (b) when required or authorised by law.
- (c) to an enforcement body when reasonably necessary; or
- (d) to lessen or prevent a threat to an individual, public health, or safety.

Personal information will only be disclosed to club members if it is required for a specific purpose that fits within the use of the information under this policy.

The White Hills Club may not always be able to provide access to all the personal information it holds about a person. For example, it may not be able to provide access to information that would reveal personal information about another person.

White Hills Bowls Club website

Websites linked to the White Hills Bowls Club website are not subject to White Hills Bowls Club's privacy standards, policies or procedures. White Hills Bowls Club 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 White Hills Bowls Club

White Hills Bowls Club 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 provided to us both directly and indirectly.

We encourage all users to review and update their personal information regularly. If you would like to access personal information we hold about you, we require you to write your request. If we do not allow you access to any part of the personal information we hold about you, we will tell you why. Individuals may also request access to their personal information held by us by making a request via the contact details set out below. We will respond to your request for access within 14 days. The club will endeavour to provide the requested information within 60 days. You should notify the White Hills Bowls Club Secretary if you do not receive the requested information.

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 arrange for it to be corrected.

Resolving privacy issues and complaints

Issues

Disclosure of personal information will only be made to other club members if this information is required under the provisions of this policy or you have provided your consent for the information to be released.

Any issues concerning the collection, use, disclosure, quality, security of and access to your personal information may be made in writing to:

Secretary,
White Hills Bowls Club
PO Box 6021
White Hills 3551

Email:
whitehillsbowlsclub@gmail.com

Complaints

Any complaints concerning the collection, use, disclosure, quality, security of and access to your personal information may be made in writing to:

Secretary,
White Hills Bowls Club
PO Box 6021
White Hills 3551

Email:
whitehillsbowlsclub@gmail.com

We will respond to your complaint within 60 days and try to resolve it within 90 days. If we are unable to resolve your complaint within this time, 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.

Further information

For further information on White Hills Bowls Club's management of personal information, please get in touch with the Secretary.

White Hills Bowls Club may amend this policy occasionally and at times other than the nominated review date or in case of any amendments or changes to the Privacy Act 1988.