



**POLICY TITLE: PRIVACY POLICY**

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| <b>RELATED PROCEDURES:</b>   | Privacy Procedure   |
| <b>RESPONSIBLE OFFICERS:</b> | Audit Risk and Policy Committee<br>People and Culture Manager<br>Chief Operating Officer<br>Chief Executive Officer |
| <b>AUTHORITY:</b>            | Bowls Australia Board   |
| <b>APPROVED:</b>             | March, 2018   |
| <b>NEXT REVIEW DATE:</b>     | March, 2020   |

The protection of personal information is important to Bowls Australia (**BA**). BA is committed to respecting the right to privacy and the protection of personal information.

This document sets out how BA may collect, hold and use personal information. A person providing personal information to BA (either directly or through an affiliated organisation), is considered to consent to its use, storage and disclosure in accordance with this Privacy Policy and the Privacy Act 1988.

## **What personal and sensitive information does BA collect?**

### *Personal Information*

Personal information is information or an opinion (including information or an opinion 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 BA 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 BA.

### *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, BA may also collect sensitive information such as a person's medical history, nationality, their ethnic background or disabilities.

BA is required by law to obtain consent when collecting sensitive information. BA will assume consent to the collection of all sensitive information that is provided to it for use in accordance with this Privacy Policy, unless informed otherwise.

## **How does BA collect personal and sensitive information?**

Information may be collected when:

- (a) A person becomes a member of a bowls club, district or regional association, State or Territory association or other body which is a member of or affiliated with BA (**BA Affiliate**);
- (b) A person subscribes to any publication of BA or a BA Affiliate, including electronic publications;
- (c) A person provides details to BA or a BA Affiliate in an application, consent form, survey, feedback form or incident report;
- (d) A person provides details to BA or BA Affiliate Community Development Officers' and National Training Centre Coaches;

- (e) A person enters personal information into, or agrees to having their personal information entered into one of BA's online systems;
- (f) A person accesses the BA website or a website of a BA Affiliate;
- (g) A person contacts BA via email, telephone, fax or mail or engages with BA via social media;
- (h) A person participates in any program, activity, competition or event run by BA or a BA Affiliate;
- (i) A person purchases tickets to bowls or a sporting event from BA or an authorised agent;
- (j) A person purchases tickets to social event such as an awards night from BA or an authorised agent;
- (k) A person purchases merchandise, products or services from BA or an authorised agent or licensee;
- (l) A person is elected or appointed to the Board or a Committee of BA;
- (m) A person applies for employment or a volunteer position with BA or a BA Affiliate; or,
- (n) where BA 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*

Depending on the circumstances, some types of information will be required and others may be optional. If a person does not provide some or all of the information requested, this may adversely affect BA's ability to communicate with that person or provide them the requested products or services.

If a person does not provide requested information, that person may jeopardise their ability to participate in programs or competitions or apply for employment or volunteer positions with BA or a BA Affiliate. If it is impracticable for BA to engage with a person because they are withholding requested information or consent, BA may elect not to do so.

#### *Collection from third parties*

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

In many circumstances, BA collects information from BA Affiliates or other third parties.

Examples of such third parties may include, without limitation: 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*

BA stores information in different ways, including in paper and electronic form.

Much of the information BA collects from and about our members is added to BA's membership database. When a person's information is entered into BA's membership database, the information may be combined or linked with other information held about that person. BA's membership database is shared among BA, its State and Territory bowls associations and its clubs, with each organisation having access to information relevant to its members.

Security of personal information is important to BA. BA has taken steps to protect the information held from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures BA uses includes strict confidentiality requirements of BA employees, volunteers, BA

Affiliates and service providers as well as security measures for system access and security measures for BA websites.

### **How does BA use and disclose personal and sensitive information?**

#### *Use*

BA, and third parties to whom BA may disclose personal information in accordance with this Privacy Policy, may use a person's personal information to:

- (a) Verify their identity;
- (b) Complete background checks;
- (c) Research, develop, run, administer and market competitions, programs, activities and other events relating to bowls;
- (d) Research, develop and market products, services, merchandise and special offers made available by BA and third parties;
- (e) Respond to emergency situations involving or requiring medical treatment;
- (f) Administer, manage and provide that person with access to [www.bowls.com.au](http://www.bowls.com.au);
- (g) Administer and manage BA membership databases; and
- (h) Keep that person informed of news and information relating to various bowls events, activities and opportunities via various mediums.

BA may use health information to ensure that programs BA operates 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, BA 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*

BA may disclose a person's personal information to a range of organisations which include, but are not limited to:

- (a) BA Affiliates and other organisations involved in bowls programs in Australia;
- (b) [Companies BA engages to carry out functions and activities on BA's behalf, including direct marketing;](#)
- (c) BA professional advisers, including accountants, auditors and lawyers;
- (d) BA insurers;
- (e) Relevant sporting bodies such as World Bowls, Australian Sports Commission, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, the Australian Commonwealth Games Association, various National Sporting bodies, Federal and State Departments of Sport amongst others; and,
- (f) [In other circumstances, permitted by law.](#)

In some circumstances, personal information may also be disclosed outside of Australia - for example personal information is disclosed to World Bowls which is located in Scotland. In such circumstances, BA will use its 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*

BA will assume consent to use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).

Every person whose data is collected by BA has the option to refuse e-mail, SMS or posted offers by making a request in writing to BA via the contact details set out below, or by making use of the opt-out procedures included in any communications from BA (however, information relating to the option to unsubscribe from those communications may be retained).

### *Other disclosures*

In addition, BA may also disclose personal information:

- (a) With a person's 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 or public health or safety.

### *BA website*

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

In addition BA may use "cookies" on the BA 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 BA uses may collect some personal information. BA will treat this information in the same way as other personal information BA collects. A user is free to disable cookies on their internet browser to prevent this information being collected; however, users opting to do so will lose the benefit of the enhanced website experience that the use of cookies may offer.

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

### **Accessing and seeking correction of information held by BA**

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

BA encourages all users to regularly review and update their personal information. If a user would like to access personal information that BA hold about them, BA requires that user to put their request in writing. If BA does not allow access to any part of the personal information BA holds about a user, BA will provide an explanation.

Individuals may also request access to their personal information held by BA by making a request via the contact details set out below. BA will respond to any request for access within 7 working days and will refer requests to a person's club or bowls organisation to provide the requested information. The club or bowls organisation will endeavour to provide the requested information in a timely manner. If the requested information is not received, BA should be notified. If the personal information BA holds is found to be inaccurate, incomplete or out-of-date, BA should be advised immediately so that BA may arrange for it to be corrected.

## **Resolving privacy issues and complaints**

Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to personal information may be made in writing to BA at this address:

Bowls Australia  
Privacy Policy  
PO Box 52  
Northcote, Vic, 3070

In order to maintain the confidentiality of personal information, BA may ask a person to visit the Bowls Australia office and to provide specific identification before access may be granted. If it is not possible for a person to personally visit the BA office, BA will arrange to check a person's identification before information is sent.

BA will respond to complaints within 60 working days. If BA is unable to resolve a complaint within a reasonable timeframe, or if an individual is unhappy with the outcome of their complaint, they can contact the Office of Australian Information Commissioner via the enquiries line 1300 363 992 or website <http://www.oaic.gov.au/>.

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

BA may amend this Privacy Policy from time to time.