



Fast, Fun & Friendly

2019

HOCKEY NSW

PRIVACY POLICY

Board Approved: 8 February 2019

Policy Effective: 9 February 2019

Hockey NSW Office

Level 3, Sydney Olympic Park Hockey Centre
Shirley Strickland Avenue, Sydney Olympic Park,
NSW 2127

hockey@hockeynsw.com.au

hockeynsw.com.au

ph. (02) 9764 1911

The protection of personal information is important to Hockey New South Wales Limited (**Hockey NSW**). Hockey NSW is committed to respecting the right to privacy and the protection of personal information.

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

Why does Hockey NSW 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.

Hockey NSW 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.

Hockey NSW 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 Hockey NSW 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 Hockey NSW 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, place of birth, gender, driver's licence number, passport number, insurance details, bank account or credit card details, size, availability, photograph, training location, employment history, school or education institution attended, working with children check, parent or guardian contact information, qualifications or, communication history with Hockey NSW.

Sensitive Information

If it is reasonably necessary in the circumstances, Hockey NSW may also collect sensitive information (which is a type of personal information) such as your medical history (including details of any health conditions or any allergies you may have), medication being taken, diagnoses of specific conditions, results from any drug testing undertaken at the direction of Hockey NSW, nationality/ethnicity or disability backgrounds.

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

How does Hockey NSW collect personal and sensitive information?

Information may be collected when you:

- (a) become a member of Hockey NSW or of another body which is a member of or affiliated with Hockey NSW, including but not limited to Association Members (as defined in the Hockey NSW constitution) (**Sport Affiliate**);

- (b) enter personal information into, or agree to having your personal information entered into, one of Hockey NSW's online systems or by completing any form provided or made available to you by Hockey NSW;
- (c) subscribe to any publication of Hockey NSW or a Sport Affiliate, including electronic publications;
- (d) provide details to Hockey NSW or a Sport Affiliate in an application, consent form, survey or feedback form;
- (e) access Hockey NSW's website (www.hockeynsw.com.au) or a website of a Sport Affiliate;
- (f) contact Hockey NSW via email, telephone or mail or engage with Hockey NSW via social media;
- (g) join or register for, or participate in, any program, activity, competition or event run, administered or sanctioned by Hockey NSW or a Sport Affiliate (which may include participants submitting photos or videos);
- (h) purchase tickets to Hockey NSW or sporting event from Hockey NSW or an authorised agent;
- (i) purchase merchandise, products or services from Hockey NSW or an authorised agent or licensee;
- (j) are elected or appointed to the board or a committee of Hockey NSW; or
- (k) apply for employment or a volunteer position with Hockey NSW or a Sport Affiliate.

Personal information may also be collected where Hockey NSW is required to do so by law (for education, child protection or working with children obligations, work health and safety laws, equal opportunity, 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 of the information requested, this may affect Hockey NSW'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 Hockey NSW or a Sport Affiliate. If it is impracticable for Hockey NSW to deal with you as a result of you not providing the requested information or consent, Hockey NSW may refuse to do so.

Collection from third parties

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

In many circumstances, Hockey NSW collects information from Sport Affiliates or other third parties.

Examples of such 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 Federation Internationale de Hockey, Hockey Australia, the Australian Olympic Committee, Commonwealth Games Australia, Sport Australia, the Australian Sports Anti-Doping Agency, non-affiliated organisations or government and law enforcement bodies.

Information storage and protection

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

Much of the information we collect from and about our members and from or about people who register their interest in Hockey NSW is added to Hockey NSW's database. When your information

is entered into Hockey NSW's database, the information may be combined or linked with other information held about you.

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

We seek to protect your personal information from any 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 must also advise the Office of the Australian Information Commissioner.

How does Hockey NSW use and disclose personal and sensitive information?

Use

Hockey NSW, and third parties to whom we may disclose personal information in accordance with this Privacy Policy, may use your personal information to:

- (a) verify your identity;
- (b) complete background checks;
- (c) verify you hold a working with children check;
- (d) research, develop, run, administer, conduct and market competitions, programs, activities and other events related to Hockey NSW;
- (e) research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to Sport Affiliates and our licensees, preferred suppliers or sponsors; see [Direct marketing](#);
- (f) to enable us, corporate partners, preferred suppliers and sponsors, as well as their related bodies corporate, to market and promote their products and services to you;
- (g) respond to emergency situations involving or requiring medical treatment;
- (h) administer, manage and provide you with access to Hockey NSW's website; and
- (i) keep you informed of news and information relating to various events and sporting events of Hockey NSW, activities and opportunities via various mediums.

Hockey NSW 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

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

- (j) Sport Affiliates;
- (l) companies we work with in staging events;
- (m) companies we engage to carry out functions and activities on Hockey NSW's behalf, including, but not limited to, administrative, information technology, banking, travel, uniform manufacturing, publications and direct marketing; see [Direct marketing](#).
- (n) our third party service providers in connection with any of the categories of use identified above;

- (o) our professional advisers, including our accountants, auditors and lawyers;
- (p) our insurers;
- (q) Hockey NSW members;
- (r) agents or managers;
- (s) selectors;
- (t) local hockey clubs;
- (u) relevant sporting bodies such as the Federation Internationale de Hockey, Hockey Australia, the Australian Olympic Committee, Sport Australia, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, Commonwealth Games Australia, various National Sporting bodies, Federal and State/Territory Departments of Sport amongst others;
- (v) disciplinary committees and investigative bodies; and
- (k) in other circumstances permitted by law; see [Other Disclosures](#).

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, Hockey NSW 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

We will use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers acting on our behalf).

If you do not wish to receive email, SMS or posted offers from Hockey NSW, you may opt-out by using the link provided. Alternatively, you may advise us at any time by contacting Hockey NSW via the contact details set out in this policy.

Personal Profile and Results

Hockey NSW may disclose personal information including personal profiles, photographs and results to the media, in its newsletter and on its website.

Other disclosures

In addition, Hockey NSW may also disclose personal information:

- (l) with your express or implied consent;
- (m) when required or authorised by law;
- (w) to an enforcement body when reasonably necessary; or
- (x) to lessen or prevent a threat to an individual or public health or safety.

Hockey NSW's website

When users visit Hockey NSW's 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. Hockey NSW uses this information to help analyse and improve the performance of Hockey NSW's website.

In addition we may use "cookies" on Hockey NSW'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 we use may collect some personal information. Hockey NSW 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 Hockey NSW's website are not subject to Hockey NSW's privacy standards, policies or procedures. Hockey NSW 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 Hockey NSW

Hockey NSW 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 all users to regularly review and update their personal information. If you would like to access personal information that we hold about you, we require you to put your request in writing. 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 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.

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 Hockey NSW in one of the following ways:

- **By telephone** on (02) 9764 1911
- **Write to:**

Privacy Officer
Hockey New South Wales Limited
L3, Sydney Olympic Park Hockey Centre
Shirley Strickland Avenue
Sydney Olympic Park
NSW 2127

- **By email** to hockey@hockeynsw.com.au

We 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 Hockey NSW's management of personal information, please contact Hockey NSW.

Hockey NSW may amend this Privacy Policy from time to time.