



BALLARAT SQUASH AND RACQUETBALL ASSOCIATION INC PRIVACY POLICY

At Ballarat Squash and Racquetball Association INC (BSRA), we respect the privacy of all personal information in our care and this commitment is demonstrated in our policy on information privacy. The major points of this policy are concerned with how personal information is collected, used, kept and disclosed and the rights that individuals have to access the information that BSRA holds for the purpose of this policy, any reference to "Ballarat Squash and Racquetball", "we", or "our" is a reference to BSRA, ABN 71 042967047.

COLLECTION OF YOUR PERSONAL INFORMATION

BSRA may collect the information you give us either online, by email, post, facsimile, face to face, over the phone or through our members. In most cases, the personal information BSRA will collect from you is the personal information which is required by us to contact you. This information includes:

- Name
- Email address
- Phone numbers
- Bank account details

USE OF PERSONAL INFORMATION

We use your personal information for the purpose for which it has been provided, in the process of conducting business. That personal information may be obtained directly from you, via another contact in your family. We will only store your information if it is relevant to you. We do not usually obtain or store information which is deemed by the Privacy Act to be "Sensitive Information".

We store personal information to ensure that we can maintain contact with our members. This contact may be verbal, written, or electronic in nature. The reason for the contact may be to inform, request assistance or to maintain a relationship.

DISCLOSURE OF YOUR PERSONAL INFORMATION

On occasion, we may supply your personal information to third party services providers who assist us in the provision of services, such as the following:

Provision of services

Supply of billing and payment services

Where we are legally obliged to do so

Our relationships with such third-party service providers are governed by our contracts with them. Those service providers are required to hold your personal information in confidence and comply with the Australian Privacy Act 1988 and associated Australian Privacy Principles.

USE OF WEBSITE AND TRACKING TECHNOLOGIES

Our website uses technologies such as cookies and/or web beacons to make use of the website and services as convenient as possible. Cookies are pieces of information that a website transfers to a computer's hard disc for record keeping purposes. A web beacon is a technical method that sends information related to the access to websites, open or preview an HTML – formatted email. Most web browsers are set to accept tracking technologies such as cookies or web beacons. These tracking technologies allow BSRA to monitor the items an individual may want to purchase as they move through the site and to record how many people are using which areas of the site.

You may choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

LINKS TO OTHER WEBSITES

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites especially if they are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

STORAGE, SECURITY AND DISPOSAL OF YOUR PERSONAL INFORMATION

The security of your personal information is especially important to BSRA. We take reasonable steps to secure any personal information which we hold about you. We have in place physical, administrative, and technical safeguards designed to protect your information from misuse or unauthorised access.

No data transmission over the internet is totally secure. As a result, any personal information you send to BSRA over the internet (including via email) is sent at your own risk.

BSRA will only keep personal information it needs for the purpose for which it was collected. BSRA will securely dispose of such information when it has no further need to use it, or it is required by law to do so.

STAFF TRAINING

All staff will undergo in house training on the Privacy Policy and our obligations and all new staff will complete this training as an element of our Induction Program.

ACCURACY OF THE PERSONAL INFORMATION HELD BY BSRA.

BSRA are committed to ensuring that this personal information is accurate and up to date and will take reasonable steps to ensure its accuracy. You may request the right to review and adjust the information that may be recorded by BSRA or ask questions, comments or reports concerning Privacy by contacting the following:

Email: manager@ballaratsquashandracquetball.com

You may also use the link to contact us through our online presence
www.ballaratsquashandracquetball.com

OPT OUT

Occasionally BSRA likes to inform you about BSRA and update you on what is happening at the Centre. You may request that certain information about you is removed, which we will immediately comply with, provided the information is not necessary for tax purposes or to identify you or for contractual reasons. You may opt out by contacting the following:

Email: manager@ballaratsquashandracquetball.com

You may also use the link to contact us through our online presence
www.ballaratsquashandracquetball.com

WHAT TO DO IF YOU HAVE A COMPLAINT OR A QUESTION REGARDING YOUR PRIVACY

In most cases, you have a right to access the personal information that we hold about you. Requests for access should be directed to the Privacy Officer, whose contact details are set out below. If you would like further information about how we manage your personal information, or if you have any queries relating to our Privacy Policy, or wish to lodge a complaint in relation to an alleged breach of the Privacy Act 1988, you may contact us by using one of the following contacts:

Email: manager@ballaratsquashandracquetball.com

You may also use the link to contact us through our online presence www.ballaratsquashandracquetball.com

REVISIONS TO THIS POLICY

This Privacy policy is dynamic. It will continually change. From time to time, it may be necessary for us to review and revise this Privacy Policy. We reserve the right to amend this Privacy Policy at any time and to notify you by posting an updated version of the Privacy Policy on our website. You should periodically refer to the document for changes.

Further information on privacy legislation is available from the Federal Privacy Commissioner within the Office of the Australian Information Commissioner at www.privacy.gov.au or phone 1300 363 992.