

The protection of personal information is important to the New South Wales Powerchair Football Association (NSWPFA), and as such, NSWPFA is committed to respecting the right to privacy and the protection of personal information.

This document sets out how the NSWPFA may collect, hold and use personal information. A person providing personal information to NSWPFA (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.

1. WHAT PERSONAL AND SENSITIVE INFORMATION DOES NSWPFA COLLECT?

1.1 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 NSWPFA 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 the NSWPFA.

1.2 Sensitive Information Sensitive information is a type of personal information that also includes information or an opinion about someone's:

- (a) racial or ethnic origin.
- (b) political opinions.
- (c) membership of a political association, professional or trade association or trade union.
- (d) religious beliefs or affiliations or philosophical beliefs.
- (e) sexual preferences or practices.
- (f) criminal record; or
- (g) health, genetic information or disability.

If it is reasonably necessary in the circumstances, NSWPFA may also collect sensitive information such as a person's medical history, nationality, their ethnic background or disabilities.

NSWPFA is required by law to obtain consent when collecting sensitive information. Consent to the collection of all sensitive information that is provided for use in accordance with this Privacy Policy will be assumed, unless told otherwise.

2. HOW DOES NSWPFA COLLECT PERSONAL AND SENSITIVE INFORMATION?

Information may be collected when:

- (a) a person becomes a member of a Powerchair Football team, district or regional association, State or Territory association or other body which is a member of or affiliated with NSWPFA.
- (b) a person subscribes to any publication of NSWPFA, including electronic publications.
- (c) a person provides details to NSWPFA in an application, consent form, survey, feedback form or incident report.
- (d) a person enters personal information into or agrees to having their personal information entered into one of NSWPFA's online systems.
- (e) a person accesses the NSWPFA Website.
- (f) a person contacts NSWPFA via email, telephone, fax or mail or engages with the NSWPFA via social media.
- (g) a person participates in any program, activity, competition or event run by NSWPFA.
- (h) a person purchases tickets to Powerchair Football or a sporting event from NSWPFA.
- (i) a person purchases tickets to social event such as an awards night from NSWPFA.
- (j) a person purchases merchandise, products or services from NSWPFA or an authorised agent.
- (k) a person is elected or appointed to the Board or a Committee of NSWPFA.
- (l) a person applies for employment or a volunteer position with NSWPFA.
- (m) where NSWPFA 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).

2.1 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 the information requested, this may adversely affect NSWPFA'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 NSWPFA or a NSWPFA Affiliate. If it is impracticable for NSWPFA to engage with a person because they are withholding requested information or consent, NSWPFA may elect not to do so.

2.2 Collection from third parties

NSWPFA or a NSWPFA affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child. In many circumstances, NSWPFA collects information from NSWPFA affiliates or other third parties.

Examples of such third parties may include, without limitation: the Australian Sports Commission (ASC), the Australian Sports Anti-Doping Agency (ASADA), Football NSW, Football Australia, other Powerchair Football organisations or government and law enforcement bodies.

2.3 Information storage and protection

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

Much of the information NSWPFA collects from and about our members is added to the NSWPFA's membership database which is hosted by a third party data storage provider. When a person's information is entered into NSWPFA's membership database, the information may be combined or linked with other information held about that person. The NSWPFA's membership database is shared only among the members of the NSWPFA, or its State and Territory Powerchair Football associations and its clubs.

Security of personal information is important to the NSWPFA. NSWPFA has taken steps to protect the information held from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures NSWPFA uses includes strict confidentiality requirements of NSWPFA employees, volunteers, NSWPFA affiliates and service providers as well as security measures for system access and security measures for NSWPFA websites such as firewalls and system encryption.

NSWPFA is required to comply with the Federal Government Notifiable Data Breaches Scheme (NDBS). When NSWPFA has had a data breach that could result in serious harm, NSWPFA will notify the individual(s) that is/are affected. NSWPFA, when notifying the individual(s) and the Australian Information Commissioner, will also outline what steps will be undertaken in response to the breach. A review of the breach will be undertaken, and action(s) implemented to prevent a future breach.

3. HOW DOES NSWPFA USE AND DISCLOSE PERSONAL AND SENSITIVE INFORMATION?

3.1 Use

NSWPFA, and third parties to whom NSWPFA 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 Powerchair Football.
- (d) research, develop and market products, services, merchandise and special offers made available by NSWPFA and third parties.
- (e) respond to emergency situations involving or requiring medical treatment.
- (f) administer, manage and provide that person with access to <https://nswpfa.org.au/>
- (g) police or other legal agencies for the purposes of medical treatment amongst others.
- (h) administer and manage NSWPFA membership databases, self-service portal and other IT based applications; and
- (i) keep that person informed of news and information relating to various Powerchair Football events, activities and opportunities via various mediums.

NSWPFA may use health information to ensure that programs NSWPFA 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, NSWPFA may use deidentified health information and other sensitive information to carry out research, to prepare submissions to government, or to plan events and activities.

Notwithstanding anything in this Policy and the Privacy Act, NSWPFA is not a provider of a "health service" for the purposes of the Privacy Act.

3.2 Disclosure

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

- (a) NSWPFA Affiliates and other organisations involved in Powerchair Football in Australia.
- (b) Companies NSWPFA engages to carry out functions and activities on NSWPFA's behalf, including direct marketing.
- (c) NSWPFA professional advisers, including accountants, auditors and lawyers.
- (d) NSWPFA insurers.

- (e) relevant sporting bodies such as FIPFA, ASC, ASADA, FNSW, FFA, 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 Fédération Internationale de Powerchair Football Association (FIPFA) which is in the UK. In such circumstances, NSWPFA 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 like the Australian Privacy Principles.

3.3 Direct marketing

Unless you advise NSWPFA otherwise, NSWPFA 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 the NSWPFA has the option to refuse e-mail, SMS or posted offers by making a request in writing to the NSWPFA via the contact details set out below, or by making use of the opt-out procedures included in any communications from NSWPFA, (however, information relating to the option to unsubscribe from those communications may be retained).

If you are still not satisfied at the communication you are receiving, you can also write to the NSWPFA) via the contact details set out below.

3.4 Other disclosures

In addition, NSWPFA 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.

3.5 NSWPFA websites

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

In addition, NSWPFA may use "cookies" on NSWPFA websites. 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 NSWPFA uses may collect some personal information. NSWPFA will treat this information in the same

way as other personal information NSWPFA 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.

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

4. ACCESSING AND SEEKING CORRECTION OF INFORMATION HELD BY NSWPFA

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

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

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

5. 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 NSWPFA at this address: 401/12 Century Circuit, Norwest NSW 2153 or via email info@nswpfa.org

To maintain the confidentiality of personal information, NSWPFA may ask a person to provide specific identification before access may be granted. If it is not possible for a person to personally provide specific identification, NSWPFA will arrange to check a person's identification before information is sent.

NSWPFA will endeavour to respond to complaints within 60 working days. If NSWPFA 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 the New South Wales Powerchair Football Association's management of personal information, please contact NSWPFA.

NSWPFA may amend this Privacy Policy from time to time.