

PRIVACY POLICY

1. Introduction

The Board of Volleyball Victoria Inc is committed to protecting the privacy of personal information which the organisation collects, holds, and administers. Personal information is information which directly or indirectly identifies a person.

The Board is responsible for adopting this policy, the General Manager is responsible for the implementation, and monitoring changes in relevant legislation, reviewing this policy as and when the need arises.

2. Purpose

Volleyball Victoria Inc (**Volleyball Victoria**) has adopted this Policy to demonstrate commitment to protecting personal privacy. The following discloses our information gathering and dissemination practices. This Privacy Policy explains in general terms how Volleyball Victoria manages personal information. It also describes, generally the types of personal information held, purposes for which it is held, together with how the information is collected, held, used and disclosed

3. Policy

VOLLEYBALL VICTORIA INC PRIVACY POLICY

The protection of personal information is important to Volleyball Victoria Inc (**Volleyball Victoria**). Volleyball Victoria is committed to respecting the right to privacy and the protection of personal information.

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

Volleyball Victoria is committed to the provision of a child safe environment. Requirement is outlined in this policy are designed to support our commitment.

Why does Volleyball Victoria 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.

Volleyball Victoria 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 promotional services that may be of interest to you.

Volleyball Victoria 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 Volleyball Victoria 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 Volleyball Victoria 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 identity, credit card details, driver's licence number, passport number, insurance details, employment history, school or education institution attended, working with children check, parent or guardian contact information, qualifications or communication history with Volleyball Victoria.

Sensitive Information

If it is reasonably necessary in the circumstances, Volleyball Victoria 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), 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 Volleyball Victoria, you also provide consent to Volleyball Victoria collecting it in accordance with this Privacy Policy, unless you tell us otherwise.

How does Volleyball Victoria collect personal and sensitive information?

Information may be collected when you:

- (a) become a member of Volleyball Victoria or of a club, association or other body which is a member of or affiliated with Volleyball Victoria (Volleyball Victoria Affiliate);
- (b) register to participate in a Volleyball Victoria program, including the *Sporting Schools* program;
- (c) enter personal information into, or agree to having your personal information entered into, one of Volleyball Victoria's online systems or by completing a form at any Volleyball Victoria activation or event;
- (d) subscribe to any publication of Volleyball Victoria or a Volleyball Victoria Affiliate, including electronic publications;
- (e) provide details to Volleyball Victoria or a Volleyball Victoria Affiliate in an application, consent form, survey, feedback form or incident report;

- (f) access the Volleyball Victoria website (www.volleyballvictoria.org.au) or a website of a Volleyball Victoria Affiliate;
- (g) contact Volleyball Victoria via email, telephone or mail or engage with Volleyball Victoria via social media;
- (h) participate in any program, activity, competition or event run by Volleyball Victoria or a Volleyball Victoria Affiliate (which may include participants submitting photos or videos);
- (i) purchase tickets to a Volleyball Victoria or sporting event from Volleyball Victoria or an authorised agent;
- (j) purchase merchandise, products or services from Volleyball Victoria or an authorised agent or licensee;
- (k) are elected or appointed to the Board or a committee of Volleyball Victoria; or
- (l) apply for employment or a volunteer position with Volleyball Victoria or a Volleyball Victoria Affiliate.

Personal information may also be collected where Volleyball Victoria is required to do so by law (for education, child protection, work health and safety laws, equal opportunity, charitable collections, medical treatment or other legislation in Australia).

At all times when collecting information relating to a minor, Volleyball Victoria will do so with approval from parents/guardians and in a manner reflective of a child safe environment. VV will also endeavour to ensure children and young people are informed of their rights and responsibilities in relation to personal information and privacy in a format that is easy to understand and age appropriate. Information about how to opt-out will also be provided.

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 Volleyball Victoria's ability to communicate with you or to 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 Volleyball Victoria or a Volleyball Victoria Affiliate. If it is impracticable for Volleyball Victoria to deal with you as a result of you not providing the requested information or consent, Volleyball Victoria may refuse to do so.

Collection from third parties

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

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

Examples of such third parties could include, without limitation, Volleyball Australia, other State and Territory Volleyball associations, affiliated Volleyball clubs, schools and other educational institutions, sporting facilities providers and operators, the Australian Sports Commission, the Australian Sports Anti-Doping Agency, the Australian Institute of Sport, the Australian Olympic Committee, the Federation Internationale de Volleyball, non-affiliated organisations or government and law enforcement bodies.

Information storage and protection

Volleyball Victoria 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 Volleyball Victoria is added to Volleyball Victoria's database. When your information is entered into Volleyball Victoria's database, the information may be combined or linked with other information held about you.

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

How does Volleyball Victoria use and disclose personal and sensitive information?

Use

Volleyball Victoria, 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) research, develop, run, administer, conduct and market competitions, programs, activities and other events relating to Volleyball, including tournaments;
- (d) research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to Volleyball Victoria Affiliates and our licensees, suppliers and sponsors; see [Direct marketing](#).
- (e) to enable us, our corporate partners and sponsors, as well as their related bodies corporate, to market and promote their products and services to you;
- (f) respond to emergency situations involving or requiring medical treatment;
- (g) administer, manage and provide you with access to the Volleyball Victoria website; and
- (h) keep you informed of news and information relating to various Volleyball Victoria events, activities and opportunities via various mediums.

Volleyball Victoria 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

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

- (a) Volleyball Australia and other organisations involved in Volleyball programs in Australia;
- (b) Volleyball Victoria Affiliates;
- (c) other State and Territory Volleyball associations;
- (d) companies we work with in staging events;
- (e) companies we engage to carry out functions and activities on Volleyball Victoria's behalf, including direct marketing; see [Direct marketing](#).
- (f) our third party service providers in connection with any of the categories of use identified above;
- (g) our professional advisers, including our accountants, auditors and lawyers;
- (h) our insurers;
- (i) relevant sporting bodies such as the Federation Internationale de Volleyball, Australian Sports Commission, the Australian Sports Anti-Doping Authority,

Australian Institute of Sport, various National Sporting bodies, Federal and State Departments of Sport amongst others; and

- (j) in other circumstances permitted by law; see [Other Disclosures](#).

Volleyball Victoria does not normally disclose personal information outside of Australia. However, in such circumstances where it does, Volleyball Victoria 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 e-mail, SMS or posted offers from Volleyball Victoria, you may opt-out by using the link provided. Alternatively, you may advise us at any time by contacting Volleyball Victoria via the contact details set out in this policy.

Other disclosures

In addition, Volleyball Victoria 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 or public health or safety.

Volleyball Victoria website

When users visit the Volleyball Victoria 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. Volleyball Victoria uses this information to help analyse and improve the performance of the Volleyball Victoria website.

In addition we may use “cookies” on the Volleyball Victoria 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. Volleyball Victoria 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 the Volleyball Victoria website are not subject to Volleyball Victoria's privacy standards, policies or procedures. Volleyball Victoria 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 Volleyball Victoria

Volleyball Victoria 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 Volleyball Victoria in one of the following ways:

- **By telephone** on (03) 9794 0009
- **Write to:**

Member Services Coordinator
Volleyball Victoria
270 Stud Road

DANDENONG NORTH Vic 3175

- By email to memberships@volleyballvictoria.org.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 Volleyball Victoria's management of personal information, please contact Volleyball Victoria.

Volleyball Victoria may amend this Privacy Policy from time to time.

Date: 10 December 2021