

Privacy Policy

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1 Introduction

- 1.1 The protection of personal information is important to Softball Australia Limited (**Softball Australia**). Softball Australia is committed to respecting individual's privacy and the protection of personal information.
- 1.2 This document sets out how Softball Australia may collect, hold and use personal information. By providing your personal information to Softball Australia, you consent to its use, storage and disclosure in accordance with this Privacy Policy (**Policy**).
- 1.3 This Policy deals with the collection, use and disclosure of personal information, as well as access to personal information and security issues. It applies to all the activities of Softball Australia and its Member States, Associations and Clubs.

2 Why does Softball Australia collect personal information?

- 2.1 Softball Australia collects personal information (defined below) 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.
- 2.2 Softball Australia 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). Softball Australia may state a more specific purpose at the point that your information is collected.
- 2.3 If you do not provide us with the information that Softball Australia requests, Softball Australia may not be able to provide you with its products or services.

3 What personal and sensitive information does Softball Australia collect?

Personal information

- 3.1 "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.
- 3.2 The information collected by Softball Australia 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 Softball Australia.

Sensitive information

- 3.3 If it is reasonably necessary in the circumstances, Softball Australia may also collect sensitive information (which is a type of personal information) such as your medical history, nationality/ethnicity or disability backgrounds.



- 3.4 Sensitive information is afforded a higher level of privacy protection than other personal information. Where you provide sensitive information to Softball Australia, you also provide consent to Softball Australia collecting it in accordance with this Privacy Policy, unless you tell us otherwise.
- 3.5 Softball Australia is required by law to obtain consent when collecting sensitive information. Softball Australia will assume consent to the collection of all sensitive information that is provided to it for use in accordance with this Privacy Policy, unless told otherwise. Whenever possible Softball Australia will alert persons providing sensitive information that by providing the information they are consenting to its use and disclosure in accordance with this Privacy Policy.

4 How does Softball Australia collect and hold personal information?

- 4.1 Information may be collected when you:
- 4.1.1 become a member of a softball club, association or other body which is a member of or affiliated with Softball Australia (**Affiliate**)
 - 4.1.2 subscribe to any publication of Softball Australia or an Affiliate, including electronic publications
 - 4.1.3 provide details to Softball Australia or an Affiliate in an application, consent form, survey, feedback form or incident report
 - 4.1.4 enter personal information into, or agree to having your personal information entered into, one of Softball Australia's or an Affiliate's online systems or by completing a form at any Softball Australia or an Affiliate activation
 - 4.1.5 access the Softball Australia website or a website of an Affiliate
 - 4.1.6 contact Softball Australia via email, telephone or mail or engage with Softball Australia via social media
 - 4.1.7 participate in any program, activity, competition or event run by Softball Australia or an Affiliate
 - 4.1.8 purchase tickets to a softball or sporting event from Softball Australia or an authorised agent
 - 4.1.9 purchase merchandise, products or services from Softball Australia or an authorised agent or licensee
 - 4.1.10 are elected or appointed to the Board or a committee of Softball Australia, or
 - 4.1.11 apply for employment or a volunteer position with Softball Australia or an Affiliate. Personal information may also be collected where Softball Australia 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).

5 Providing information

- 5.1 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 that Softball Australia requests from you, this may affect Softball Australia's ability to communicate with you or provide the requested products or services.



- 5.2 By not providing requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with Softball Australia or an Affiliate. If it is impracticable for Softball Australia to deal with you as a result of you not providing the requested information or consent, Softball Australia may refuse to do so.

Collection from third parties

- 5.2.1 Softball Australia or an Affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child.
- 5.2.2 In some circumstances, Softball Australia collects information from Affiliates or other third parties.
- 5.2.3 Examples of such third parties could include, without limitation, the Australian Sports Commission (ASC), the Australian Olympic Committee (AOC), the Australian Sports Anti-Doping Authority (ASADA), the Australian Institute of Sport (AIS), non-affiliated Softball Australia organisations or government and law enforcement bodies as required by law.

Information storage and protection

- 5.2.4 Softball Australia stores information in different ways, including in paper and electronic form.
- 5.2.5 Much of the information Softball Australia collects from and about its members is added to Softball Australia's membership database. When your information is entered into Softball Australia's membership database, the information may be combined or linked with other information held about you.
- 5.2.6 Security of personal information is important to Softball Australia. Softball Australia has taken steps to protect the information it holds from misuse, loss, unauthorised access, modification or disclosure.
- 5.2.7 Some of the security measures Softball Australia uses include strict confidentiality requirements of its employees, volunteers, Softball Australia Affiliates and service providers, security measures for system access and security measures for its website.
- 5.2.8 Softball Australia is required to comply with the Federal Government Notifiable Data Breaches Scheme (NDBS). When Softball Australia has had a data breach that could result in serious harm, Softball Australia will notify the individual(s) that are affected. Softball Australia when notifying the individual(s) and Australian Information Commissioner, will also outline what steps have been and 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.

6 How does Softball Australia use and disclose personal information?

Use

- 6.1 Softball Australia, and third parties to whom it may disclose personal information in accordance with this Policy, may collect, hold and use your personal information to:
- (a) verify your identity
 - (b) complete background checks



- (c) research, develop, run, administer and market competitions, programs, activities and other events relating to softball
- (d) research, develop and market products, services, merchandise and special offers made available by us and third parties including Softball Australia Affiliates
- (e) enable Softball Australia and Affiliates, their corporate sponsors and partners, 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 Softball Australia website and registration database, and
- (h) keep you informed of news and information relating to various softball events, activities and opportunities via various mediums.

Softball Australia may use health information to ensure that programs it 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, Softball Australia 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. Softball Australia will not use health information for the purposes of providing a Health Service as defined under the *Privacy Act 1988*.

Disclosure

- 6.2 Softball Australia may disclose your personal information to a range of organisations which include, but are not limited to:
- (a) Affiliates and other organisations involved in softball programs in Australia
 - (b) companies Softball Australia engages to carry out functions and activities on its behalf, including direct marketing
 - (c) its third party service providers in connection with any of the categories of use identified above
 - (d) its professional advisers, including accountants, auditors and lawyers
 - (e) police or other legal agencies
 - (f) its insurers
 - (g) relevant sporting bodies such as the International Softball Federation, ASC, AOC, ASADA, AIS, various National Sporting bodies, Federal and State Departments of Sport amongst others, and
 - (h) in other circumstances permitted by law.
- 6.3 In some circumstances personal information may also be disclosed outside of Australia, for example, information disclosed to the International Softball Federation, which is based in the USA. In such circumstances, Softball Australia 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 (**APP**).
- 6.4 Any disclosure will be on such terms and conditions as Softball Australia determines taking into account the circumstances of the disclosure but always with the best interests of the parties whose personal information is being disclosed.



Direct marketing

- 6.5 Softball Australia will use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).
- 6.6 If you do not wish to receive e-mail, SMS or posted offers from Softball Australia, you may opt-out by using the opt-out procedures included in any communication from Softball Australia (information relating to the option to unsubscribe from those communications may be retained). Alternatively, you may advise us at any time by contacting the Softball Australia Privacy Officer via the contact details set out in this Policy.

Other disclosures

- 6.7 In addition, Softball Australia 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

Softball Australia website

- 6.8 When you visit the Softball Australia website, its systems may record certain information about your use of the site, including the web pages visited and the time and date of your visit. Softball Australia uses this information to help analyse and improve the performance of the Softball Australia website.
- 6.9 In addition Softball Australia may use "cookies" on its website. Cookies are small text files that assist Softball Australia's website to retain user preferences to improve the experience of using the website. In some cases, the cookies that Softball Australia use may collect some personal information. Softball Australia will treat this information in the same way as other personal information Softball Australia collects. 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.
- 6.10 Websites linked to the Softball Australia website are not subject to Softball Australia's privacy standards, policies or procedures. Softball Australia cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third party website.

7 Accessing and seeking correction of information held by Softball Australia

- 7.1 Softball Australia will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, Softball Australia relies on the accuracy of personal information as provided to us both directly and indirectly.
- 7.2 Softball Australia encourages you to regularly review and update your personal information. If you would like to access the personal information that Softball Australia holds about you, please let us know by making a request via the contact details set out below. Softball Australia will respond to your request for access within a reasonable period. If you find that the personal information Softball Australia holds about you is inaccurate, incomplete or out-of-date, please contact Softball Australia immediately who will correct it.



- 7.3 Individuals may also request access to their personal information held by us by making a request via the contact details set out below. Softball Australia 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 Softball Australia hold about you is inaccurate, incomplete or out-of-date, please contact Softball Australia immediately who will see that it is corrected.

8 Data security

- 8.1 Softball Australia will take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. When information is no longer required, Softball Australia will destroy your personal information in a secure manner.
- 8.2 In instances when Softball Australia make your personal information accessible to you via its websites, you are responsible for maintaining the secrecy of the password/s that allow access to that information.

9 Resolving privacy issues and complaints

- 9.1 Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to Softball Australia in one of the following ways:

Write to:

Privacy Officer

CEO Softball Australia

Level 2, La Trobe Sports Stadium La Trobe University, Melbourne Campus (Bundoora) Vic 3086

By email: info@softball.org.au

By phone: 03 9417 0022

- 9.2 Softball Australia will respond to your complaint within a reasonable period, and try to resolve your complaint for you. If Softball Australia is 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.
- 9.3 For further information on Softball Australia's management of personal information, please contact Softball Australia.
- 9.4 Softball Australia may amend this Policy from time to time.

Document control

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2.0	Nov 2016	Reviewed by Lander & Rogers Changed SAL to Softball Australia		Board
3.0	October 2017	Reviewed by Lander & Rogers No Changes	Governance Committee	Board
4.0	October 2019	Inclusion of clauses 3.5, 5.2.8	Governance Committee	Board
		Inclusion in clause 6.1: Softball Australia will not use health information for the purposes of providing a Health Service as defined under the <i>Privacy Act 1988</i>		
		Clause 6.2: clause (3) inserted		
		Clause 6.4: clause inserted		
		Clause 6.6: inserted ...opt-out procedures included in any communication from Softball Australia (information relating to the option to unsubscribe from those communications may be retained)		



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