



National Hockey Policy

PRIVACY POLICY

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1. Purpose

In Australia, hockey programs, events and activities are implemented and conducted by a number of different hockey organisations across the country. Accordingly, this Privacy Policy (**Policy**) has been developed to apply to each Australian Hockey Organisation as detailed below.

For the purpose of this Policy, each of the following is an Australian Hockey Organisation (**AHO**):

(a) **Hockey Australia**;

(b) **Member Associations**, being the governing body of hockey in each Australian State and Territory known as Hockey ACT, Hockey New South Wales, Hockey NT, Hockey Queensland, Hockey SA, Hockey Tasmania, Hockey Victoria and Hockey WA;

(c) **Regional Associations**, being those regional or metropolitan hockey associations which are members of, or affiliated to, a Member Association that has adopted this Policy;

(d) **Affiliated Clubs**, being those hockey clubs that are a member of or affiliated to a Regional Association and/or Member Association that has adopted this Policy.

The protection of personal information is important to Australian Hockey Organisations. An AHO is committed to:

- Respecting an individual's right to privacy; and
- The protection of personal information.

Security of personal information is important to an AHO. AHOs are committed to the security of your information and have taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure.

This document sets out how an AHO may collect, hold and use personal information. By providing your personal information to an AHO (either directly or through an affiliated organisation), you consent to its use, storage and disclosure in accordance with this Policy.

If anything in this Policy is inconsistent with any Federal, State or Territory law, the relevant Federal, State or Territory law prevails to the extent of the inconsistency.

2. Why does an AHO collect personal information?

An AHO 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.

An AHO 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.

3. What is 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 an AHO about a particular individual will vary depending on the circumstances of collection. It may include, but is not limited to, a person's 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 (including background checks), attendance at or participation in an AHO programs or events, information about dealings with an AHO and other information provided voluntarily (such as survey responses).

4. Sensitive information

If it is reasonably necessary in the circumstances, or you have elected to provide it, an AHO may also collect sensitive information (which is a type of personal information) such as your health and medical history or other sensitive information, for example, information about a disability or about an individual's racial or ethnic origin or that of their family.

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

5. How does an AHO collect and hold personal information?

5.1 Collection of information

Information may be collected when you:

- (a) Become a member of an AHO;
- (b) Become a member of an AHO hockey club, regional association, State or Territory; association or other body which is a member of or affiliated with an AHO;
- (c) Subscribe to any publication of an AHO, including electronic publications;
- (d) Are selected or nominated for representation in an Australian or other representative hockey team;
- (e) Provide details to an AHO in an application, consent form, survey, feedback form or incident report;
- (f) Enter personal information into, or agree to having your personal information entered into, one of an AHO's online systems or databases or by completing a form provided or made available to you by an AHO;
- (g) Access an AHO website;
- (h) Contact an AHO via email, telephone or mail or engage with an AHO via social media;

- (i) Join or register for, or participate in, any program, activity, competition or event run, administered or sanctioned by an AHO;
- (j) Purchase tickets to a hockey or other event from an AHO or an authorised agent;
- (k) Purchase merchandise, products or services from an AHO or an authorised agent or licensee;
- (l) Are elected or appointed to the Board or a committee of an AHO; or
- (m) Apply for employment or a volunteer position with an AHO.

Personal information may also be collected where an AHO is required to do so by law (for example 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).

5.2 Providing information

If you do not provide some or all of the information that we request from you, this may affect an AHO'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 an AHO. If it is impracticable for an AHO to deal with you as a result of you not providing the requested information or consent, an AHO may refuse to do so.

5.3 Collection from third parties

An AHO may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, an AHO collects personal information from third parties. This information collected by an AHO from third parties is still personal information that is covered by this Policy.

Examples of such third parties could include, without limitation, Sport Australia, the Australian Olympic Committee, Sport Integrity Australia, the Australian Institute of Sport, the various State and Territory Institutes and Academies of Sport, Commonwealth Games Australia, non-affiliated hockey organisations, wagering service providers or government and law enforcement bodies as required by law.

5.4 Information storage and protection

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

Much of the information we collect from you is added to an AHO's National Database. When your information is entered into an AHO's database, the information may be combined or linked with other information held about you. An AHO's database is shared among the AHO network, with each organisation having access to information relevant to its members or registered players.

Security of personal information is important to an AHO. AHOs are committed to the security of your information and have taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures an AHO uses includes strict confidentiality requirements of our employees, volunteers, 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 1988 (Cth) regarding the circumstances of the breach and must also advise the Office of the Australian Information Commissioner as soon as practicable.

6. How does an AHO use and disclose personal information?

6.1 Use

An AHO, and third parties to whom we 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) verify you hold a working with children check;
- (d) research, develop, run, administer and market competitions, programs, activities and other events relating to hockey or other sports;
- (e) research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to our licensees, suppliers and sponsors;
- (f) respond to emergency situations involving or requiring medical treatment;
- (g) administer, manage and provide you with access to an AHO website;
- (h) administer, manage and provide you with access to our National Database; and
- (i) keep you informed of news and information relating to various AHO's or hockey events, activities and opportunities via various mediums.

An AHO may use health information about you for insurance purposes and/or to ensure that hockey programs in which you participate are run safely and in accordance with any special health needs. In addition, an AHO may use de-identified health information and other sensitive information to carry out research, to plan events and activities or to prepare submissions to government or a government body. De-identified information is information which has been aggregated or otherwise de-identified so that it cannot be used to identify any individual.

6.2 Disclosure

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

- (a) other organisations involved in hockey and sporting programs in Australia;
- (b) companies we engage to carry out functions and activities on an AHO's behalf, including but not limited to, administrative, information technology, banking, travel, uniform manufacturing, publications and direct marketing;
- (c) our professional advisers, including our accountants, auditors and lawyers;
- (d) our insurers;
- (e) relevant sporting bodies such as the International Hockey Federation, Sport Australia, the Australian Olympic Committee, Sport Integrity Australia, Australian Institute of Sport, the various State and Territory Institutes and Academies of Sport, Commonwealth Games Australia, various National Sporting bodies, Federal and State Departments of Sport amongst others;
- (f) disciplinary committees and investigative bodies;

- (g) wagering services providers with whom an AHO has entered into a Product Fee and Integrity Agreement; and
- (h) in other circumstances permitted by law.

In some circumstances personal information may also be disclosed outside of Australia, for example, information disclosed to the International Hockey Federation. In such circumstances, an AHO will use our 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.

6.3 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 an AHO, you may opt-out by contacting the AHO directly.

Alternatively, you may advise us at any time by contacting an Hockey Australia via the contact details set out in this policy.

6.4 Other disclosures

In addition, an AHO 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.

6.5 AHO website

When you visit the an AHO website, our systems may record certain information about your use of the site, including the web pages visited and the time and date of their visit. An AHO uses this information to help analyse and improve the performance of an AHO website.

In addition we may use “cookies” on an AHO website. Cookies are small text files that assist our website retain user preferences to improve the experience of using our website. In some cases, the cookies that we use may collect some personal information. An AHO 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 an AHO website are not subject to AHO's privacy standards, policies or procedures. An AHO 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 an AHO

An AHO 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 you to regularly review and update your personal information. If you would like to access the personal information that we hold about you, please let us know by making a request via the contact details set out below. We will respond to your request for access within a reasonable period.

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 ensure that it is corrected.

8. 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 an AHO in one of the following ways:

By telephone on (03) 9947 9900

Write to:

Privacy Officer

Hockey Australia

66 Jolimont Street

East Melbourne VIC 3002

By email to ha@hockey.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.