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# Australian Canoeing Privacy ByLaw



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Date adopted by the Board 20<sup>th</sup> March 2014

Date effective 21<sup>st</sup> March 2014

Bylaw #10

**Australian Canoeing**  
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This Privacy Policy was adopted by the Board of AC as a By-Law on 20<sup>th</sup> March 2014 under rule 35 of the AC Constitution.

The protection of personal information is important to Australian Canoeing Inc. (AC). AC is committed to respecting the right to privacy and the protection of personal information.

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

## WHAT PERSONAL AND SENSITIVE INFORMATION DOES AC 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 AC 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 AC.

### SENSITIVE INFORMATION

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

- racial or ethnic origin;
- political opinions;
- membership of a political association, professional or trade association or trade union;
- religious beliefs or affiliations or philosophical beliefs;
- sexual preferences or practices;
- criminal record; or
- health, genetic information or disability.

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

AC is required by law to obtain consent when collecting sensitive information. By providing sensitive information to AC, you consent to the collection and use of that information by AC for the purpose it was collected in accordance with this Privacy Policy, unless you advise otherwise. AC will not use such information for a secondary purpose, unless required or authorised by law.

## HOW DOES AC COLLECT PERSONAL AND SENSITIVE INFORMATION?

Information may be collected when you:

1. become a member of a canoeing club, association or other body which is a member of or affiliated with AC (**AC Affiliate**);
2. subscribe to any publication of AC or an AC Affiliate, including electronic publications;
3. provide details to AC or a AC Affiliate in an application, consent form, survey, feedback form or incident report;
4. enter personal information into, or agree to having your personal information entered into, one of AC's online systems;
5. access the AC website or a website of an AC Affiliate;
6. contact AC via email, telephone or mail or engage with AC via social media;
7. participate in any program, activity, competition or event run by AC or an AC Affiliate;
8. purchase tickets to a canoeing or sporting event from AC or an authorised agent;
9. purchase merchandise, products or services from AC or an authorised agent or licensee;
10. are elected or appointed to the Board or a committee of AC;
11. apply for employment or a volunteer position with AC or an AC Affiliate; or
12. where AC 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).

## 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 AC'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 AC or an AC Affiliate. If it is impracticable for AC to deal with you as a result of you not providing the requested information or consent, AC may refuse to do so.

## COLLECTION FROM THIRD PARTIES

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

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

Examples of such third parties could include, without limitation, the Australian Sports Commission, the Australian Sports Anti-Doping Agency, the Australian Institute of Sport, International Canoe Federation, Oceania Canoe

Association, Australian Olympic Committee, Australian Paralympic Committee, State Sporting Institutes, non-affiliated canoeing organisations or government and law enforcement bodies.

## INFORMATION STORAGE AND PROTECTION

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

Much of the information we collect from and about our members is added to AC's membership database. When your information is entered into AC's membership database, the information may be combined or linked with other information held about you.

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

## HOW DOES AC USE AND DISCLOSE PERSONAL AND SENSITIVE INFORMATION?

### USE

AC, and third parties to whom we may disclose personal information in accordance with this Privacy Policy, may use your personal information to:

1. verify your identity;
2. complete background checks;
3. research, develop, run, administer and market competitions, programs, activities and other events relating to canoeing;
4. research, develop and market products, services, merchandise and special offers made available by us and third parties; [[Direct Marketing](#)]
5. respond to emergency situations involving or requiring medical treatment;
6. administer, manage and provide you with access to AC's Website (for example, in order to register for an event);
7. keep you informed of news and information relating to various canoeing events, activities and opportunities via various mediums.

AC 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

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

1. AC Affiliates and other organisations involved in canoeing programs in Australia;
2. our professional advisers, including our accountants, auditors and lawyers;
3. our insurers;
4. relevant sporting bodies such as the International Canoe Federation, Oceania Canoe Association, Australian Olympic Committee, Australian Paralympic Committee, State Sporting Institutes, 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
5. in other circumstances permitted by law. [\[Other Disclosures\]](#)

In some circumstances, personal information may also be disclosed outside of Australia - for example personal information is disclosed to the International Canoe Federation which is located in Lausanne, Switzerland or to the Oceania Canoe Association. In such circumstances, AC 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

All non-sensitive personal information provided to AC will be collected and used in accordance with this Privacy Policy, and may be used to provide better services and for marketing purposes (including to service providers). You may refrain from such services at any time.

Every person whose data is collected by AC has the option to refuse any and all e-mail, SMS or other posted offers by making a request in writing to AC's Privacy Officer or by making use of the opt-out procedures included in any communication. Information relating to your choice to refrain from such communications may be retained.

## OTHER DISCLOSURES

In addition, AC may also disclose personal information:

1. with your express or implied consent;
2. when required or authorised by law;
3. to an enforcement body when reasonably necessary; or
4. to lessen or prevent a threat to an individual or public health or safety.

## AC WEBSITE

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

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

AC 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 the AC Privacy Officer at this address:

Privacy Officer  
Australian Canoeing  
PO Box 6805, Silverwater NSW 2128  
Email: [greg.doyle@canoe.org.au](mailto:greg.doyle@canoe.org.au)  
Phone: 02 8116 9727

We will respond to your complaint within 30 days and try to resolve it within 90 days. If we are unable to resolve your complaint within this time, 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 AC's management of personal information, please contact AC.

AC may amend this Privacy Policy from time to time.