



# Privacy Policy

Approved on 19<sup>th</sup> April 2015

The protection of personal information is important to Hockey Australia (**HA**). HA is committed to respecting individual's privacy and the protection of personal information.

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

### **Why does HA 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.

HA 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.

HA 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 HA 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.

The information collected by HA 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 HA.

#### *Sensitive Information*

"Sensitive information" is a type of personal information that also includes information or an opinion about an individual'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, HA may also collect sensitive information such as your medical history, disability background or racial or ethnic origin.

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

## How does HA collect and hold personal information?

Information may be collected when you:

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

Personal information may also be collected where HA 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*

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

### *Collection from third parties*

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

In some circumstances, HA collects information from HA Affiliates or other third parties.

Examples of such third parties could include, without limitation, the Australian Sports Commission, Australian Olympic Committee, the Australian Sports Anti-Doping Agency, the Australian Institute of Sport, the various State and Territory Institutes and Academies of Sport, the Australian Commonwealth Games Association, non-affiliated hockey organisations or government and law enforcement bodies as required by law.

#### *Information storage and protection*

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

Much of the information we collect from members and players is added to HA's National Database. When your information is entered into HA's database, the information may be combined or linked with other information held about you. HA's database is shared among HA, its State and Territory hockey associations and its clubs, with each organisation having access to information relevant to its members or registered players.

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

#### **How does HA use and disclose personal information?**

##### *Use*

HA, and third parties to whom we may disclose personal information in accordance with this Privacy Policy, may collect, hold and 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 hockey or other sports;
4. research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to our member associations and clubs, other hockey associations or our licensees, suppliers and sponsors;
5. respond to emergency situations involving or requiring medical treatment;
6. administer, manage and provide you with access to the HA website;
7. administer, manage and provide you with access to our National Database; and
8. keep you informed of news and information relating to various HA or hockey events, activities and opportunities via various mediums.

HA 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, including individual's racial or ethnic origin, to carry out research, to prepare submissions to government, or to plan events and activities.

### *Disclosure*

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

1. HA Affiliates and other organisations involved in hockey and sporting programs in Australia;
2. our member associations and clubs;
3. companies we engage to carry out functions and activities on HA's behalf, including direct marketing;
4. our professional advisers, including our accountants, auditors and lawyers;
5. our insurers;
6. relevant sporting bodies such as the International Hockey Federation, Australian Sports Commission, Australian Olympic Committee, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, the various State and Territory Institutes and Academies of Sport, the Australian Commonwealth Games Association, various National Sporting bodies, Federal and State Departments of Sport amongst others; and
7. 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, HA 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.

### *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).

If you do not wish to receive e-mail, SMS or posted offers from HA, you may opt-out by using the following link – [playhockey.org.au/register](https://playhockey.org.au/register). Alternatively, you may advise us at any time by contacting HA via the contact details set out in this policy.

### *Other disclosures*

In addition, HA 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.

## *HA website*

When you visit the HA 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. HA uses this information to help analyse and improve the performance of the HA website.

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

HA 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 correct it.

### **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 HA in one of the following ways:

- **By telephone** on (03) 9947 9900

- **Write to:**

Hockey Australia  
Level 5  
409 St Kilda Road  
Melbourne VIC 3004

- **By email** to [ha@hockey.org.au](mailto: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.

For further information on HA's management of personal information, please contact HA.

HA may amend this Privacy Policy from time to time.