



Bowls Queensland Privacy Policy

The protection of personal information is important to Bowls Queensland (BQ). BQ is committed to respecting the right to privacy and the protection of personal information.

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

What personal and sensitive information does BQ collect?

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 personal information collected by BQ 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, club membership (including office bearer) details, insurance details, qualifications or communication history with Bowls Queensland.

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.
- health, genetic information or disability.

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

BQ is required by law to obtain consent when collecting sensitive information. BQ 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.

How does BQ collect personal and sensitive information?

Information may be collected when you:

- (a) become a member or an office bearer of a bowls club, district or regional association, State or Territory association or other body which is a member of or affiliated with BQ (**BQ Affiliate**).
- (b) subscribe to any publication of BQ or a BQ Affiliate, including electronic publications.
- (c) provide details to BQ or a BQ Affiliate in an application, consent form, survey, feedback form or incident report.
- (d) provide details to a BQ or a BQ Affiliate Community Development Officer and/or National Training Centre Coaches.
- (e) enter personal information into, or agree to having your personal information entered into, one of BQ's online systems.
- (f) access the BQ website or a website of a BQ Affiliate.
- (g) contact BQ via email, telephone, fax or mail or engage with BQ via social media.
- (h) participate in any program, activity, competition or event run by BQ or a BQ Affiliate.
- (i) purchase tickets to an event conducted by or on behalf of BQ or an authorised agent.
- (j) purchase merchandise, products or services from BQ or an authorised agent or licensee.

- (k) are elected or appointed to the board or a committee of BQ or to act as an office bearer of a club or district.
- (l) apply for employment or a volunteer position with BQ or a BQ Affiliate.
- (m) where BQ is required to do so by law (for example workplace 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 wish to remain anonymous, use a pseudonym or do not provide some or all of the information requested, this may affect BQ's ability to communicate with you or provide the requested products or services. If it is impracticable for BQ to deal with you as a result of you not providing the requested information or consent, BQ may refuse to do so and you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with BQ or a BQ Affiliate.

Collection from third parties

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

In many circumstances, BQ collects information from BQ 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, the Australian Commonwealth Games Association, non-affiliated bowls organisations or government and law enforcement bodies. BQ will only collect information where it is reasonably necessary for or directly related to one or more of our functions or activities.

Information storage and protection

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

Much of the information we collect from and about members or affiliates is added to BQ's membership database. When your information is entered into BQ's membership database, the information may be combined or linked with other information held about you. Some of the information held on BQ's membership database such as coaching records or levels of accreditation may be shared with Bowls Australia, the State and Territory bowls associations and affiliated clubs, with each organisation having access to information relevant to its members.

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

How does BQ use and disclose personal and sensitive information?

Use

BQ, 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) market research, develop, run, administer, and conduct competitions, programs, activities and other events relating to bowls or the objects of BQ.
- (d) respond to emergency situations involving or requiring medical treatment.
- (e) administer, manage, and provide you with access to www.bowlsqld.org/home.aspx.
- (f) administer and manage our membership database.
- (g) keep you informed of news and information relating to various bowls events, activities, and opportunities via various mediums.

BQ may use health information to ensure 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

BQ may disclose your personal information to other organisations which include, but are not limited to:

- (a) BQ Affiliates and other organisations involved in bowls programs in Queensland.
- (b) our insurers.
- (c) in other circumstances permitted by law.

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, BQ will use its best endeavours to ensure such parties treat your personal information with the same level of care as BQ and 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

BQ does not use personal information for direct marketing.

Every person whose data is collected by BQ has the option to refuse e-mail, SMS by making a request in writing to BQ's Privacy Officer via the contact details set out below or by making use of the opt-out procedures included in any communications from us (however, information relating to the option to unsubscribe from those communications may be retained).

Other disclosures

In addition, BQ 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.
- (d) to lessen or prevent a threat to an individual or public health or safety.

BQ's website

When users visit the BQ 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. BQ uses this information to help analyse and improve the performance of the Website.

In addition, we may use "cookies" on the BQ 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 we use may collect some personal information. BQ 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 BQ website are not subject to BQ's privacy standards, policies or procedures. BQ cannot take any responsibility for the collection, use, disclosure or security of any personal information you provide to a third-party website.

Accessing and seeking correction of information held by BQ

BQ will take all reasonable steps to ensure 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 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 refer your request to your club or bowls organisation to provide the requested information. Your club or bowls organisation will endeavour to provide the requested information within 60 days. If you do not receive the requested information, you should notify the BQ Privacy Officer. If you find the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will arrange for it to be 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 in writing to the BQ Privacy Officer at this address:

CEO
Bowls Queensland
PO Box 476
Alderley
QLD 4051
admin@bowlsqld.org

In order to maintain the confidentiality of your personal information, we may ask you to visit the BQ office and to bring with you specific identification before we give you access. If it is not possible for you to visit our office, we will arrange to check your identification before we mail the information to you.

We will respond to your complaint within 60 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 BQ's management of personal information, please contact BQ.

BQ may amend this privacy policy from time to time.