



PRIVACY POLICY

The Altona City Soccer Club recognises your privacy is important to us. We are committed to protecting your privacy when managing your personal information. We have policies and procedures to ensure that all personal information is handled carefully and securely in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) ("Privacy Act").

The purpose of this Privacy Policy is to tell you:

- what kind of personal information we may gather about you;
- how we may use that information and the choices you have regarding our use of such information;
- whether we disclose your personal information to anyone;
- how you may inquire, access and/or seek correction of your personal information and our access and correction handling procedure; and
- how you may alert us about an alleged breach of the APPs and our complaint handling procedure.

COLLECTION OF INFORMATION

The types of information that Altona City Soccer Club collects from you will depend on the circumstances of collection and on the service that we are providing to you.

PERSONAL INFORMATION

The type of personal information collected will be directly related to the specified purpose it has been collected for. How much of your personal information that you choose to disclose to us is completely up to you. The only way we know something about you personally is if you provide it to us. However, failure to provide certain information may result in Altona City Soccer Club being unable to provide you with the relevant product or service. We will make you aware of the purpose for which we collect the personal information and, where possible, the consequences of not providing it at the time of collection.

SENSITIVE INFORMATION

Altona City Soccer Club does not generally collect sensitive information as defined under the Privacy Act, such as racial or ethnicity information, political opinions or associations, criminal records or health information. However, subject to obtaining your prior consent, Altona City Soccer Club may collect sensitive information from you in the course of considering an application for membership such as information regarding medical conditions and health provider information.

UNSOLICITED INFORMATION

Where unsolicited information is received by Altona City Soccer Club (such as through our Facebook page or other social media platforms) we will determine, within a reasonable period of time, whether or not we would be permitted to collect the information under the APPs. If it would not be permitted for Altona City Soccer Club to collect the information, we will destroy the information or ensure it is de-identified as soon as practicable. Otherwise, Altona City Soccer Club may retain the information in accordance with the terms of this policy.

ANONYMOUS INFORMATION

We may also collect information about visitors to our website(s). For example, we may collect:

- statistical information about the number of visitors to the websites and the date, time and duration of visits;
- the name of the domain/URL from which you access our websites;
- the internet protocol address.

METHOD OF COLLECTION

This personal information will only be collected through lawful and fair means and not in an unreasonably intrusive way.

Altona City Soccer Club collects your personal information when you deal with us directly, including via our website(s) or our Facebook page, via forms or correspondence (ie by mail or email), over the phone or in person.

USE OF INFORMATION

Altona City Soccer Club will use the personal information you have chosen to provide us for the purpose for which you provided it or a related secondary purpose which you would reasonably expect. Altona City Soccer Club will not use it for any other purpose without your consent, unless permitted or required by law. We will generally use your personal information for the following purposes:

- providing the products and/or services you have requested from Altona City Soccer Club including:
- to register you for a service requested by you, such as members services, our newsletter(s) and e-newsletters, mail outs or competitions and administering such services;
- to respond to any inquiries or feedback;
- direct marketing of products and services which we believe may interest you, including product updates and developments, special events or promotions;
- processing and assessing membership, employment or volunteer applications for current and future positions; and
- otherwise managing our internal business operations and processes.

DISCLOSURE

There will be occasions where it will be necessary for Altona City Soccer Club to disclose your personal information to third parties.

Altona City Soccer Club may disclose your personal information to:

- contractors and third party service providers on a confidential basis that we use in the ordinary course of our business including organisations such as marketing agencies, data processing companies, printing and mailing houses, delivery companies, or finance agencies or debt collection agencies;
- other members of Altona City Soccer Club 's corporate group for marketing purposes (subject to obtaining your prior consent);
- government authorities or other third parties as required by law; or
- any other purpose that you have consented to.

Under no circumstances will Altona City Soccer Club sell or receive payment for licensing or disclosing your personal information.

SECURITY

The security of your information is important to us. Altona City Soccer Club operates secure data networks that are designed to protect your privacy and security. When we have collected information about you it cannot be seen or modified by anyone else. Altona City Soccer Club has implemented generally acceptable standards of technology and operational security to ensure personal information (in both physical and electronic form) is protected against loss, misuse, interference and unauthorized access.

Only authorised Altona City Soccer Club personnel and contractors are provided access to personal information and have agreed to ensure the confidentiality of this information. Reasonable steps are taken to destroy or permanently de-identify any personal information that is no longer required.

We review and update our security measures in light of current technologies. You should however be aware that the internet is not a secure environment and information sent via the internet (including email) can be guaranteed to be totally secure.

COMPLAINTS ABOUT PRIVACY AND OUR COMPLAINT HANDLING PROCEDURE

If you have any complaints relating to the management of your personal information or if you believe there has been a breach of the APPs by Altona City Soccer Club please forward your complaint in writing to our Privacy Officer at the address or email address below.

Our Privacy Officer will consider the complaint and advise you of their decision in writing within a reasonable time from receipt of the complaint.

If our Privacy Officer decides that there has been a breach of the APPs, s/he will endeavour to ensure that the breach is rectified within 30 days from the date of the decision and will update you in writing. If the breach has not been rectified within 30 days, then our Privacy Officer will inform Altona City Soccer Club 's Secretary in order to resolve the matter.

If you are still not satisfied after lodging a complaint with us and given us a reasonable time to respond, then we suggest that you contact the Office of the Australian Information Commissioner.

Please contact our Privacy Officer on the contact details below if you would like further information:

Claire Randall

wellbeing@altonacitysc.com

“Personal information” has the same meaning as in the Privacy Act.

Altona City Soccer Club reserves the right to modify or amend this Privacy Policy at any time.