



REDLANDS VOLLEYBALL ASSOCIATION

PRIVACY POLICY

INTRODUCTION

The protection of personal information is important to Redlands Volleyball Association (RVA). RVA is committed to respecting the right to privacy and the protection of personal information.

This Privacy Policy explains in general terms how RVA manages personal information. It also describes, generally the types of personal information held, purposes for which it is held, together with how the information is collected, held, used and disclosed.

COLLECTION OF INFORMATION

Information will be collected from a person when they:

- Become a member of RVA or an affiliated body of VA
- Are selected and/or nominated for representation in an RVA or other representative volleyball team
- Are elected/appointed to the Board or a committee/commission of RVA
- Subscribe to any publications of RVA
- Subscribe to the RVA email newsletter
- Voluntarily provide their details in order to receive information from RVA.
- Participate in a RVA program or activity (when they need not be a member of RVA) including but not limited to mini volley, schools cup, beach tour events.

Generally, the information collected by RVA about a particular person may include:

- A person's name
- Email and/or postal address
- Date of birth
- Playing club
- School person attends (where relevant)
- Gender
- Credit card details
- Communication history with RVA
- Transactional information in respect of the use of RVA services
- Volleyball specific qualifications OR roles performed at previous volleyball events and/or programs.



The type of information collected will depend on the circumstances of collection. RVA is required by law to obtain consent in the collection of “sensitive” information and as such, will assume consent to the collection of all sensitive information provided to us for use in accordance with this Privacy Policy, unless told otherwise.

RVA may disclose personal information in certain circumstances. For example:

- When required by law
- To an enforcement body when reasonably necessary
- To lessen or prevent a threat to an individual or public health or safety.

RVA will, before or at the time of collection, take reasonable steps to ensure that persons are aware of:

- The purpose for which the information is collected
- The organisations or types of organisations to which RVA usually discloses information of that kind.

As well as collecting information directly, there may be occasions when RVA will collect information from third parties.

USING AND DISCLOSING PERSONAL INFORMATION

All personal information collected by RVA is only available to those authorised individuals who need to handle that information for the purpose of its collection.

In some circumstances, personal information may also be disclosed outside RVA (ie. to uniform suppliers, sponsors, medical providers, those organisations required by law, mailing houses and other service providers, to RVA’s Member States and State Affiliates and other third parties) and outside Australia. In such circumstances, RVA will require such parties to keep the information confidential and not to use the information other than the purpose for which it is disclosed to them.

We will assume consent to use non-sensitive information to provide better services and for direct marketing purposes (this may include receiving up-to-date information about events, news and sponsors’ products/services/offers etc). RVA will also assume consent to disclose personal information to service providers (such as a mailing house) to assist with this process. If a person has an outstanding debt for more than six months to RVA, the amount of that debt and the name of the indebted person may be placed on a register maintained by RVA and distributed to Member States.

If a person listed on that register applies for membership of a different Member State, the circumstances of and reason for that debt may be disclosed by one Member State to another.

Every person whose data is collected by RVA will have the option to refuse e-mail or posted offers from RVA by notifying the RVA Committee (details below).



KEEPING PERSONAL INFORMATION ACCURATE AND UP-TO-DATE

RVA will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. Personal information can be corrected, completed or updated by contacting the RVA Committee.

PROTECTING PERSONAL INFORMATION

RVA stores information in different ways, including by paper and in electronic form. The security of personal information is important to RVA and reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure will be taken.

Some of the security measures RVA uses include:

- Confidentiality requirements of our employees and service providers
- Security measures for system access
- Security measures on the RVA website www.redlandsvolleyball.com

LINKED WEBSITES

Websites linked to the VA website, www.redlandsvolleyball.com, are not subject to RVA's privacy standards, policies or procedures. These individual websites would need to be contacted or reviewed directly to determine their privacy standards, policies and procedures.

ACCESS & CORRECTION

Access to an individual's own personal information held by VA is permitted, except as otherwise provided under law.

If an individual wishes to access information held by VA, they should make a request in writing to the RVA Committee. Note that in the interest of protecting the privacy of all our members and customers, RVA must properly identify the individual and as such, RVA may telephone the person or require current name and address and a form of identification (such as a driver's licence or passport) before access to information is provided.

RVA will assume, unless told otherwise, that a request relates to current records. This will include the personal information which is held on database and files. Generally, a request for information from current records will not attract a charge.

For legal and administrative reasons, RVA may also store records containing personal information in its archives. A person may seek access to such records, but may be charged a fee for access.



SENSITIVE INFORMATION

RVA is required by law to obtain consent in the collection of “sensitive” information. Sensitive information includes (but is not limited to) information that reveals racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, health information or details of criminal records.

RVA will assume consent to the collection of all sensitive information provided to us for use in accordance with this Privacy Policy, unless told otherwise.

REMOVAL FROM MARKETING DATABASES

Any person who does not want to receive e-mail or posted offers and/or wishes to be deleted from RVA lists, should put this request in writing and forward it to the RVA Committee at the address below.

RVA Committee

Email: info@redlandsvolleyball.com

RESOLVING PRIVACY ISSUES AND COMPLAINTS

Any issues or complaints in relation to the collection, use, disclosure, quality, security and access of your personal information, may be made to the RVA Committee, who may be contacted at the address above.

For further information on RVA’s management of personal information, please contact the RVA Committee.

RVA may amend this Privacy Policy from time to time.

Privacy Collection Statement As Included In The VA Membership Form

Privacy: I understand that the information I have provided overleaf is necessary for the objects of RVA. I acknowledge and agree that the information will be disclosed by my State Affiliate to the Member State and VA and will only be used for the objects of RVA, RVA general business and to provide me with membership services. I understand that I will be able to access my information through RVA or VA. If the information is not provided my membership application may be rejected.

I acknowledge that RVA may also use my personal information for the purposes of providing me with promotional material from RVA sponsors or third parties. I may advise RVA if I do not wish to receive from RVA any RVA sponsors or third parties promotional material.