



# TENNIS VICTORIA

## PRIVACY POLICY

The Commonwealth *Privacy Act* (1988) and the Victorian *Health Records Act* (2001) impact on the way sporting organisations at all levels (national, state and club) carry out business, particularly, the way personal information of individuals is collected, stored, and disclosed.

The protection of personal information is important to Tennis Victoria. Tennis Victoria has made changes to the way your personal information is collected and used in accordance with the principles in the Privacy Act and the Health Records Act.

This Privacy Policy explains in general terms how Tennis Victoria manages personal information. It also describes generally the types of personal information collected and how that information is collected, held, used and disclosed.

### Personal Information

Personal information that Tennis Victoria may collect and hold about you include your:

- name;
- e-mail and/or postal address;
- date of birth;
- home, work and/or mobile telephone numbers;
- bank account/credit card details;
- playing club and the position held within the club/association;
- communication history with Tennis Victoria;
- health information;
- information in respect of your use of Tennis Victoria's services.

The type of information collected will depend of the circumstances and the service you require from Tennis Victoria. If you choose not to provide the above information, Tennis Victoria may not be able to provide you with the level of service you require.

### Collection of Information

Tennis Victoria collects personal information from you in a number of ways including when you:

- become a member of a club and/or association which is a member of Tennis Victoria or an affiliated body of Tennis Victoria;
- subscribe to any publications of Tennis Victoria;
- voluntarily provide your details in order to receive information from Tennis Victoria;
- apply for personal accident insurance.

The method of collection may be directly from you via telephone, e-mail or entry forms, or indirectly from club membership forms, insurance forms or the like.

Personal information which is "sensitive" information will only be collected from you in limited circumstances. "Sensitive" information includes your health information, details of criminal records, racial or ethnic origin. This information will only be collected if:

- you have consented to the collection;
- when required by law; or
- to lessen or prevent a threat to the life or health of an individual, public health or safety.

Tennis Victoria will assume that you have consented to the collection of all sensitive information which you provide to us for use in accordance with this Privacy Policy unless you tell us otherwise.

## **Using Your Personal Information**

Tennis Victoria will only use your personal information for the primary purpose for which it was collected or for a secondary purpose if it is related to the primary purpose. For example, if you enter the Victorian Tennis Series, Tennis Victoria may use your personal information to send you information about up and coming tournaments or a tournament calendar.

Tennis Victoria assumes that you consent to us using your personal “non-sensitive” information for the following additional purposes:

- assist us to identify services, benefits and products that may be an interest to you;
- enter you into competitions;
- maintain a close relationship with your club;
- perform our internal operations and administration;
- improve and develop our services.

Every person whose personal information is collected by Tennis Victoria will have the option to refuse e-mail or posted secondary information. Should you wish not to receive any secondary information, please tick the box on the form.

## **Disclosing Personal Information**

In some circumstances, personal information may also be disclosed outside Tennis Victoria. The organisations to which we may disclose information include:

- outsourced service providers who manage Tennis Victoria’s administration and the services we provide to you, including:
  - mailing systems
  - billing and debt-recovery functions
  - information technology services
  - marketing and telemarketing
  - market research
- our professional advisers, including our accountants, auditors and lawyers;
- government and regulatory authorities and other organisations, as required or authorised by law;
- other telecommunication and information service providers.

Tennis Victoria will require such third parties to keep the information confidential and not to use it other than for the purpose for which it is disclosed to them.

## **Keeping Personal Information Accurate and Up-To-Date**

Tennis Victoria will take all reasonable steps to ensure that personal information it collects, uses and discloses is accurate, complete and up-to-date. Your personal information can be corrected, completed or up-dated by contacting the Privacy Officer (see below).

## Protecting and Securing Personal Information

The security of personal information is important to Tennis Victoria. Tennis Victoria will take all reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure.

Tennis Victoria stores information in different ways, including in hard copy or electronic format. Some of the security measures Tennis Victoria uses include:

- confidentiality requirements of our staff and service providers;
- security measures for system access;
- security measures on the Tennis Victoria website ([www.tennisvic.com.au](http://www.tennisvic.com.au)).

The websites linked to the Tennis Victoria's website are not subject to Tennis Victoria's privacy standards, policies or procedures. You will need to contact those websites to determine their privacy policy.

## Accessing Personal Information

You are entitled to access your own personal information held by Tennis Victoria except in limited circumstances (for example, when providing access would have an unreasonable impact on the privacy of others or denying access is required or authorised by law).

Should you wish to have access to your information, you should make a request [**in writing**] to the Privacy Officer (see below). In the interest of protecting the privacy of all of our members and customers, Tennis Victoria must properly identify you (for example, by requiring some form of identification such as a driver's licence or passport) before access to information is provided.

If your request is accepted, you may view your personal information at Tennis Victoria's offices (see below) and we will also ensure to correct or update this information should it be inaccurate or out of date. If your request is rejected, we will provide reasons for denying access or refusing to correct your personal information.

Generally, a request for information from current records will not attract a charge. However, Tennis Victoria may charge a reasonable fee for access if the information is archived or if Tennis Victoria has incurred administrative costs in locating and/or reproducing the information.

## Handling Complaints

Tennis Victoria will take all reasonable steps to make individuals aware that we are collecting personal information about them, what the information will be used for, to whom it will be disclosed, how individuals can access their personal information and how we keep that information secure. If you have any complaints or concerns about the way Tennis Victoria is managing your personal information, please contact the Privacy Officer (see below).

If you require any further information on this Privacy Policy, please contact Tennis Victoria's Privacy Officer:

### **Tamatha Harding**

Telephone: (03) 8420 8420  
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