

# North Box Hill Tennis Club - Privacy Policy

The North Box Hill Tennis Club Inc (“the Club”) is committed to providing quality services to its members and this policy outlines its ongoing obligations to the members in respect of how the Club manages the members’ Personal Information.

The Club has adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which the Club collects, uses, discloses, stores, secures and disposes of members’ Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

## What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information the Club collects includes names, addresses, email addresses, and phone numbers.

The Club collects members’ Personal Information for the primary purpose of providing our services to the members and providing information to Tennis Victoria. The Club may also use members’ Personal Information for secondary purposes closely related to the primary purpose, in circumstances where members would reasonably expect such use or disclosure.

When the Club collects Personal Information, the Club will, where appropriate and where possible, explain to the members why the Club is collecting the information and how the Club plans to use it.

## Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by the Club only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, the Club will collect members’ Personal Information only from each member, or the member’s parent or guardian. However, in some circumstances the Club may be provided with information by third parties. In such a case we the Club will take reasonable steps to ensure that the members are made aware of the information provided to the Club by the third party.

## Disclosure of Personal Information

Members’ Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where the member consents to the use or disclosure; and
- Where required or authorised by law.

## **Security of Personal Information**

Members' Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When a member's Personal Information is no longer needed for the purpose for which it was obtained, the Club will take reasonable steps to destroy or permanently de-identify such member's Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by the Club for a minimum of 7 years.

## **Access to your Personal Information**

Members may access the Personal Information the Club holds about the member and to update and/or correct it, subject to certain exceptions. If members wish to access their Personal Information, please contact the Club in writing.

The Club will not charge any fee for a member's access request but may charge an administrative fee for providing a copy of the member's Personal Information.

In order to protect a member's Personal Information, the Club may require identification from the member before releasing the requested information.

## **Maintaining the Quality of your Personal Information**

It is an important to us that members' Personal Information is up to date. The Club will take reasonable steps to make sure that members' Personal Information is accurate, complete and up to date. If a member finds that the information the Club has is not up to date or is inaccurate, please advise the Club as soon as practicable so the Club can update its records and ensure the Club can continue to provide quality services to the member.

## **Policy Updates**

This Policy may change from time to time and is available on the Club's website.

## **Privacy Policy Complaints and Enquiries**

If a member has any queries or complaints about the Club's Privacy Policy, please contact the Secretary at: [secretary.nbhtc@gmail.com](mailto:secretary.nbhtc@gmail.com)