



Working together to increase participation in ice sports

**ICE SPORTS VICTORIA
PRIVACY POLICY**

The protection of personal information is important to Ice Sports Victoria. Ice Sports Victoria is committed to respecting the right to privacy and the protection of personal information.

This document sets out how Ice Sports Victoria may collect, hold and use personal information (including information provided to it by its member organisations: Ice Hockey Victoria, Victorian Curling Association, Ice Skating Victoria, Victorian Ice Racing Association (referred to in this policy as SSA [State Sporting Association] Members). By providing your personal information to Ice Sports Victoria you consent to its use, storage and disclosure in accordance with this Privacy Policy.

Why does Ice Sports Victoria collect personal information?

"Personal information" is information or an opinion (including information 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.

Ice Sports Victoria collects personal information in order to properly and efficiently carry out its functions, including (but not limited to) providing its members with requested products and services, and facilitating the provision of marketing and promotion services that may be of interest to them, including Victorian Government grant opportunities and information.

Ice Sports Victoria uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). We may state a more specific purpose at the point we collect information.

If our members do not provide us with the information that we request, we may not be able to provide them with our products or services.

What personal and sensitive information does Ice Sports Victoria collect?

The information collected by Ice Sports Victoria about a particular person 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, working with children check, parent or guardian contact information, club membership, accreditations and communication history with Ice Sports Victoria.

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; or health, genetic information or disability.

If it is reasonably necessary in the circumstances, Ice Sports Victoria may also collect sensitive information (which is a type of personal information) such as a person's nationality/ethnicity or disabilities.

Sensitive information is afforded a higher level of privacy protection than other personal information. Ice Sports Victoria is required by law to obtain consent when collecting sensitive information. Where sensitive information is provided to Ice Sports Victoria you also provide consent to Ice Sports Victoria collecting it in accordance with this Privacy Policy, unless you tell us otherwise.

How does Ice Sports Victoria collect personal and sensitive information?

Information may be collected when you:

- (a) become a member of Ice Sports Victoria or of another body which is a member of Ice Sports Victoria eg. Ice Hockey Victoria, Victorian Curling Association, Ice Skating Victoria, Victorian Ice Racing Association) or a club affiliated with one of these organisations (Affiliate).
- (b) join or register for an Ice Sports Victoria program;
- (c) enter personal information into, or agree to having your personal information entered into, one of Ice Sports Victoria's online systems or by completing any Ice Sports Victoria form;
- (d) subscribe to any publication of Ice Sports Victoria or an Ice Sports Victoria Affiliate, including electronic publications;
- (e) provide details to Ice Sports Victoria or an Ice Sports Victoria SSA Member or Affiliate in an application, consent form, survey or feedback form;
- (f) enter personal information into, or agree to having your personal information entered into, one of Ice Sports Victoria's online systems;
- (g) access the Ice Sports Victoria website (<https://www.icesportsvictoria.org.au>) or a website of an Ice Sports Victoria SSA Member or Affiliate;
- (h) contact Ice Sports Victoria via email, telephone or mail or engage with Ice Sports Victoria via social media, including but not limited to any engagement with Ice Sports Victoria via Facebook;
- (i) participate in any program, activity, competition or event run, administered or sanctioned by Ice Sports Victoria or an Ice Sports Victoria SSA Member or Affiliate (which may include participants submitting photos or videos);
- (j) purchase tickets to an Ice Sports Victoria event, or sporting event from Ice Sports Victoria or an authorised agent;
- (k) purchase merchandise, products or services from Ice Sports Victoria or an authorised agent or licensee;
- (l) are elected or appointed to the Board or a committee of Ice Sports Victoria; or
- (m) apply for employment or a volunteer position with Ice Sports Victoria or an Ice Sports Victoria SSA Member or Affiliate.

Personal information may also be collected where Ice Sports Victoria is required to do so by law (for education, child protection obligations, work health and safety laws, equal opportunity, 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 do not provide some or all of the information requested, this may affect Ice Sports Victoria's ability to communicate with you or provide the requested products or services.

By not providing requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with Ice Sports Victoria or an Ice Sports Victoria SSA Member or Affiliate. If it is impracticable for Ice Sports Victoria to deal with you as a result of you not providing the requested information or consent, Ice Sports Victoria may refuse to do so.

Collection from third parties

Ice Sports Victoria or an Ice Sports Victoria SSA Member or Affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, Ice Sports Victoria collects information from Ice Sports Victoria SSA Members or Affiliates or other third parties.

Examples of such third parties could include, without limitation, Victorian State Sporting Associations, VicHealth, VIC sport, Sport and Recreation Victoria, Schools and other Education institutions, Sport Australia including the Australian Institute of Sport, Sport Integrity Australia, non-affiliated organisations or government and law enforcement bodies.

Information storage and protection

Ice Sports Victoria stores information in different ways, including in paper and electronic form.

Much of the information Ice Sports Victoria collects from and about their members and from or about people who register their interest in Ice Sports Victoria is added to Ice Sports Victoria's database. When your information is entered into Ice Sports Victoria's database, the information may be combined or linked with other information held about you.

Security of personal information is important to Ice Sports Victoria. Ice Sports Victoria has taken steps to protect the information it holds from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures Ice Sports Victoria uses include strict confidentiality requirements of our employees, volunteers, Board members, Ice Sports Victoria SSA Members and Affiliates and service providers, security measures for system access and security measures for the Ice Sports Victoria website.

How does Ice Sports Victoria use and disclose personal and sensitive information?

Use

Ice Sports Victoria, 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) research, develop, run, administer, conduct and market programs, activities and other events related to Ice Sports Victoria;
- (d) research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to Ice Sports Victoria SSA Members and Affiliates and our licensees, preferred suppliers or sponsors;
- (e) to enable Ice Sports Victoria, corporate partners, preferred suppliers and sponsors, as well as their related bodies corporate, to market and promote their products and services to you;
- (f) respond to emergency situations involving or requiring medical treatment;
- (g) administer, manage and provide you with access to the Ice Sports Victoria website; and
- (h) keep you informed of news and information relating to various Ice Sports Victoria sporting events, activities and opportunities via various mediums.

Ice Sports Victoria may use health information to ensure that 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, including developing proposals to increase ice surface areas in Victoria.

Disclosure

Ice Sports Victoria may disclose your personal information to a range of organisations which include, but are not limited to:

- (a) Ice Sports Victoria SSA Members and Affiliates;
- (b) companies we work with in staging Ice Sport Victoria events;
- (c) companies we engage to carry out functions and activities on Ice Sports Victoria's behalf, including direct marketing;
- (d) our third party service providers in connection with any of the categories of use identified above;
- (e) our professional advisers, including our accountants, auditors and lawyers;
- (f) our insurers;
- (g) relevant sporting bodies such as the Sport Australia, Sport Integrity Australia, Australian Institute of Sport, various National Sporting bodies, Federal and State Departments of Sport amongst others; and
- (h) in other circumstances permitted by law.

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, Ice Sports Victoria will use its best endeavours to ensure such parties 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

Ice Sports Victoria will use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers acting on our behalf) and will assume your consent to do so.

If you do not wish to receive email, SMS or posted offers from Ice Sports Victoria you may opt out by using the link or opt out procedure provided in the relevant communication (however, information relating to the option to unsubscribe from those communications may be retained). If at some stage you decide that you no longer wish to receive such communications from Ice Sports Victoria, you may advise us at any time by contacting Ice Sports Victoria via the contact details set out in this policy.

Other disclosures

In addition, Ice Sports Victoria 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; or
- (d) to lessen or prevent a threat to an individual or public health or safety.

Ice Sports Victoria website

When users visit the Ice Sports Victoria 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. Ice Sports Victoria uses this information to help analyse and improve the performance of the Ice Sports Victoria website.

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

Accessing and seeking correction of information held by Ice Sports Victoria

Ice Sports Victoria will take all reasonable steps to ensure that 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 that 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 endeavour to provide the requested information within 30 days. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will see that it is 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 to Ice Sports Victoria in one of the following ways:

- **Write to:**

Privacy Officer
Ice Sports Victoria
105 Pearl River Road
Docklands
VIC 3008

- **By email to**

privacyofficer@icesportsvictoria.org.au

We will respond to your complaint within a reasonable period and try to resolve your complaint for you. If we are unable to resolve your complaint 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 Ice Sports Victoria's management of personal information, please contact Ice Sports Victoria via email at privacyofficer@icesportsvictoria.org.au

Ice Sports Victoria may amend this Privacy Policy from time to time.

Document history.

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