



AUSTRALIAN VOLLEYBALL FEDERATION

PRIVACY POLICY

INTRODUCTION

The protection of personal information is important to the Australian Volleyball Federation Incorporated (**AVF**).

AVF is committed to respecting the right to privacy and the protection of personal information.

This Privacy Policy explains in general terms how AVF 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

When information is collected

Information will be collected from a person when they:

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

What information is collected

Generally, the information collected by AVF 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 AVF
- transactional information in respect of the use of AVF services
- volleyball specific qualifications
- roles performed at previous volleyball events and/or programs.

The type of information collected will depend on the circumstances of collection.

AVF 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.

AVF 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.

AVF 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 AVF usually discloses information of that kind.

As well as collecting information directly, there may be occasions when AVF will collect information from third parties. For example, from Member States or State Affiliates.

USING AND DISCLOSING PERSONAL INFORMATION

All personal information collected by AVF 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 AVF (ie. to uniform suppliers, sponsors, medical providers, those organisations required by law, mailing houses and other service providers, to AVF’s Member States and State Affiliates and other third parties) and outside Australia. In such circumstances, AVF 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). AVF will also assume consent to disclose personal information to service providers (such as a mailing house) to assist with this process.

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

KEEPING PERSONAL INFORMATION ACCURATE AND UP-TO-DATE

AVF 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 up-dated by contacting the AVF Privacy Officer.

PROTECTING PERSONAL INFORMATION

AVF stores information in different ways, including by paper and in electronic form.

The security of personal information is important to AVF and reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure will be taken.

Some of the security measures AVF uses include:

- Confidentiality requirements of our employees and service providers
- Security measures for system access
- Security measures on the AVF website - www.avf.org.au

LINKED WEBSITES

Websites linked to the AVF website, www.avf.org.au, are not subject to AVF'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 AVF is permitted, except as otherwise provided under law.

If an individual wishes to access information held by AVF, they should make a request in writing to the AVF Privacy Officer. Note that in the interest of protecting the privacy of all our members and customers, AVF must properly identify the individual and as such, AVF 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.

AVF 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, AVF 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

AVF 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.

AVF 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 AVF lists, should put this request in writing and forward it to the AVF Privacy Officer at the address below.

**Privacy Officer
Australian Volleyball Federation
National Hockey Centre
196 Mouat St
LYNEHAM ACT 2602**

Email: info@avf.org.au

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 AVF Privacy Officer, who may be contacted at the address above.

For further information on AVF's management of personal information, please contact the AVF Privacy Officer.

Further information on privacy generally can be found at www.privacy.gov.au or via the Privacy Officer hotline on 1300 636 992.

AVF may amend this Privacy Policy from time to time.

**Australian Volleyball Federation
4th May 2004**

Privacy Collection Statement as included in the AVF Membership form

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

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