



VOLLEYBALL WESTERN AUSTRALIA

Privacy Policy

Date of Issue
Last Reviewed
Controlling Body

13th July 2020
July 2020
VWA Board

Overview

The protection of personal information is important to Volleyball WA (VWA) and the Association respects the right to privacy and the protection of personal information. This Privacy Policy explains in general terms how VWA collects and manages personal information. This policy is to be read in conjunction with the following documents:

- VWA Code of Conduct
- VWA Complaint Management Policy
- VWA Constitution
- VWA Cyber Safety Policy
- VWA Document Management Policy (internal policy)
- VWA Information Communication Technology Policy
- VWA Member Disciplinary Policy
- VWA Selection Policy
- VWA Staff Misconduct Policy
- VWA Risk Management Policy Statement
- Privacy Act 1988¹
- Working with Children (Criminal Record Checking) Act 2004²
- Volleyball Australia Privacy Policy³

Definitions

- **Express consent** is given openly and obviously, either verbally or in writing (for example a signature or electronic signature). Express consent must be given before handling sensitive information⁴
- **Implied consent** means an assumption that consent has been given through a person's actions. Implied consent is required by an organisation to handle non-sensitive personal information. For example, "it's not sufficient for an organisation or agency simply to tell you of their collection, use or disclosure of your personal information. Unless they presented you with an opt-out option they cannot assume your implied consent."⁵
- **On-line users** refers to anyone that accesses the VWA website (www.volleyballwa.com.au) or our social media platforms
- **Personal information** includes a "broad range of information or opinion that could identify an individual".⁶ For example:
 - An individual's name, signature, phone number or date of birth
 - Sensitive information
 - Employee record information
 - Photographs
- **Sensitive information** means 'personal information that includes information or an opinion about an individual's:
 - Racial or ethnic origin
 - Political opinions or associations
 - Religious or philosophical beliefs
 - Trade union memberships or associations
 - Sexual orientation or practices
 - Criminal record
 - Health or genetic information
 - Some aspects of biometric information
- **Services** means all activities conducted by VWA in the operations of its core business processes

¹ <https://www.legislation.gov.au/Search/privacy%20act%201988>

² https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_1095_homepage.html

³ file:///C:/Users/OM/Downloads/VA_Privacy_Policy_20160330.pdf

⁴ <https://www.oaic.gov.au/privacy/your-privacy-rights/your-personal-information/consent-to-the-handling-of-personal-information/>

⁵ <https://www.oaic.gov.au/privacy/your-privacy-rights/your-personal-information/consent-to-the-handling-of-personal-information/>

⁶ <https://www.oaic.gov.au/privacy/your-privacy-rights/your-personal-information/what-is-personal-information/>

Background

As an Incorporated Association, VWA needs to ensure that the Association complies with its legal requirements regarding the collection, use and disclosure of personal information of employees, volunteers, members and customers. Any personal information collected will be kept private and confidential and individuals have a right to:⁷

- have their privacy rights respected;
- be assured their information will not be passed onto a third person unless it is authorised by law or they have given their consent;
- know what information will be kept and why; and
- be assured that information will only be used for the purpose it was supplied.

Collection of information

VWA collects non sensitive and sensitive personal information if it is necessary for the provision of one of our services. Information will be collected from a person when they:

- Are employed by VWA or are engaged as a volunteer or contractor;
- Become a member of VWA and / or a club and/or association which is an affiliate of VWA;
- Are elected / appointed to the Board or a committee position with VWA or an affiliate of VWA;
- Enter into a VWA competition or event;
- Participate in a VWA program or activity (including education courses and workshops);
- Purchase items from Volleyshop, including court and equipment hire;
- Subscribe to any publications of VWA, including Volley Voice;
- Participate in research; however research outcomes and reports will not identify an individual, unless consent for this purpose has been obtained; and
- Make a general enquiry to VWA.

Where possible, VWA will collect personal information directly from the individual. However, there may also be occasions when VWA will collect information from / or on behalf of third parties, for example, from affiliates or partner associations. In these instances, VWA will take all reasonable steps to ensure that the individual is aware of the purposes for which the information is being collected.

The nature and extent of personal information collected by VWA varies depending on an individual's interaction with VWA. In general, the information collected may include:

- Personal Information / Non-Sensitive Personal Information
 - A person's name
 - Email address
 - Postal address, post code and region
 - Contact telephone number
 - Emergency contact details
 - Date of birth
 - Gender
 - Occupation
 - Club / school
 - Volleyball specific qualifications
 - Roles performed at volleyball events, activities and / or programs
 - Communication history with VWA
 - VWA service history
 - Credit card details (in conjunction with the VWA Document Management Policy)
 - Creditor, Employee and Contractor bank details

⁷ <https://www.commerce.wa.gov.au/books/inc-guide-incorporated-associations-western-australia/privacy-and-confidentiality-records>

- Sensitive Personal Information
 - Country of birth and ancestry
 - Primary language
 - Disability, impairment and medical information
 - Citizenship
 - Aboriginal / Torres Strait Island descent
 - Working with Children Check number and Expiry
- Other information - VWA may also collect other information from online users, including visitor navigation and statistics, server address, browser type, date and time of visit. This information will be used to analyse website and social platform usage and identify online user behaviours to make improvements and maintain the platforms. VWA will not match this information with personal information collected from online users.

Consent⁸

VWA will take reasonable steps to ensure that persons are aware of, and consent, to the purpose for which personal information is collected and the organisations or types of organisations to which VWA usually discloses information of that kind. VWA will ensure that consent (express consent and implied consent) is:

- Consent is informed – VWA will explain how personal information is handled and outline the consequences of giving or not giving consent at the time of the decision.
- Consent is voluntary – VWA will not apply force or pressure to obtain consent; and
- Consent is current and specific – VWA will seek consent annually in accordance with the VWA membership renewal process
- The individual has the capacity to give consent – VWA will liaise with a Parent / Guardian or ‘responsible person’

Use and Disclosure of Personal Information

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

- Provide VWA services
- Conduct assessment processes to ascertain eligibility for certain programs (as per VWA Selection Policy)
- Process payments / donations and provide accurate receipts
- Market new and additional VWA / partner services (every individual whose data is collected by VWA will have the option to refuse e-mail or posted offers from VWA).
- Run promotional campaigns / develop promotional material and publications, including but not limited to: photographs in the print media; the VWA Annual Report, the use of video footage and sound recordings in electronic media; external publications such as newspapers and magazines; VWA publications such as posters, flyers, brochures, displays, websites, social media; television or radio segments or advertisements. Consent will be obtained from individuals prior to the use of any photographs or video and from Parent/Guardian’s to use an image of a child.
- Meet any requirements of government / partner funding for programs
- Monitor and evaluate existing services and plan for future services

⁸ <https://www.oaic.gov.au/privacy/your-privacy-rights/your-personal-information/consent-to-the-handling-of-personal-information/>

- Comply with legal obligations.

VWA may also disclose non-sensitive and sensitive personal information to other agencies and organisations 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;
- To emergency Services such as ambulance, police, fire brigade etc., who may be called upon to assist during an accident or fire;
- To Volleyball Australia and other reporting agencies (including the Department of Local Government, Sport and Cultural Industries (DLGSC))
- Other Volleyball State Sporting Associations (when transferring to another State)
- To the relevant affiliates or partner association (if collected on behalf of them)
- If a person has an outstanding debt for more than six months to VWA or an affiliate, the amount of that debt and the name of the indebted person may be placed on an 'Unfinancial' Register maintained by VWA. If a person listed on that register applies for membership of a different affiliate, the circumstances of the debt may be disclosed from one affiliate to another.
- To suppliers, sponsors and / or contractors who may manage some of the services VWA offer.

In such circumstances, VWA 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. VWA guarantees that personal information will not be sold to any third party.

Keeping Personal Information Accurate and Up-to-date

VWA 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 logging into the VWA Member Portal and / or by submitting a request in writing to VWA.

Access to Information

Access to an individual's own personal information held by VWA is permitted, except as otherwise provided under law. If an individual wishes to access information held by VWA, they can view their own profile in the VWA Member Portal and / or make a request in writing to the VWA Chief Executive Officer, as directed by the VWA Constitution.

Protecting Personal Information

VWA stores information in different ways, including the VWA Customer Relationship Management (CRM) system, hard copy files and in electronic form in accordance with the VWA Document Management Policy. The security of personal information is of the utmost importance to VWA and reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure will be taken. Some of the security measures used include (but are not limited to):

- Confidentiality requirements of our employees, volunteers and service providers
- Security measures for CRM system access including restricted access
- Security measures on the VWA website

Policy Application

1. This policy applies to all VWA employees, contractors, volunteers, sponsors / partners, affiliates, members and all other people or organisations which by agreement or otherwise, are bound to comply with this policy.
2. This policy applies to VWA business, activities, competitions and events.
3. This policy also applies to all VWA data collection methods, identified in the VWA Document Management Policy
4. Websites linked to the VWA website (www.volleyballwa.com.au) are not subject to this policy. These individual websites would need to be contacted or reviewed directly to determine their privacy standards, policies and procedures.

Responsibilities

VWA's role and contribution in making this policy work is to:

1. Take all reasonable steps necessary to ensure that everyone in the organisation knows:
 - a) What the policy is.
 - b) Their roles and responsibilities.
2. This will be achieved by:
 - a) Distributing the policy to all affiliates and sponsors / partners.
 - b) Commitment to educating VWA employees, contractors, volunteers, affiliates, members and customers in regards to this policy.
 - I. Including a copy of the Policy in the Policy and Procedures Manual / Induction Handbook;
 - II. Displaying a Privacy Policy / Notification and Consent summary on the VWA website, CRM member portal / webforms and any other online data collection platforms;
 - III. Including a copy of the full policy on the VWA website;
 - IV. Ensuring all data collection forms and methods obtain consent (express and informed), provide an opt out option and detail how information is handled and used;
 - V. Providing policy information sessions at meetings, workshops and forums; and
 - VI. Reference the policy in all other relevant policies and documents.
 - c) Reviewing the policy and updating as required every 12 months ensuring it reflects both community expectations and legal requirements.

VWA employees, contractors, volunteers, sponsors / partners, affiliates, members and customer roles are to:

1. Comply with this policy and ensure information is made available.
2. Ensure information is correct and up to date.
3. Distribute the policy via their networks.
4. Collaborate with VWA personnel to implement best practice.
5. Report any areas of concern to VWA in a timely manner.

Policy Statement

VWA will take all breaches of the policy seriously and will ensure they are dealt with promptly, sensitively and confidentially. Disciplinary action may be taken against a person who is found in breach of this policy, in accordance with the Complaints Management Procedure.