

TERMS AND CONDITIONS

VOLLEYBALL AUSTRALIA LTD PRIVACY POLICY

INTRODUCTION

The protection of personal information is important to Volleyball Australia Ltd (**VA**).

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

This Privacy Policy explains in general terms how VA 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 VA or an affiliated body of VA
- 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 VA
- Subscribe to any publications of VA
- Subscribe to the VA email newsletter
- Voluntarily provide their details in order to receive information from VA.
- Participate in a VA program or activity (when they need not be a member of VA or an affiliated body of VA) including but not limited to mini volley, schools cup, beach tour events.
- Members of VA commissions or a commission of affiliated body of VA (such as the coaches commission, referees commission etc).

WHAT INFORMATION IS COLLECTED

Generally, the information collected by VA 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 VA
- transactional information in respect of the use of VA 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.

VA 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.

VA 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.

VA 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 VA usually discloses information of that kind.

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

USING AND DISCLOSING PERSONAL INFORMATION

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

If a person has an outstanding debt for more than six months to VA or a Member State, the amount of that debt and the name of the indebted person may be placed on a register maintained by VA and distributed to Member States. If a person listed on that register applies for membership of a different Member State, the circumstances of and reason for that debt may be disclosed by one Member State to another

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

KEEPING PERSONAL INFORMATION ACCURATE AND UP-TO-DATE

VA 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 VA Privacy Officer.

PROTECTING PERSONAL INFORMATION

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

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

Some of the security measures VA uses include:

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

LINKED WEBSITES

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

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

VA 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, VA 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

VA 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.

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

**Privacy Officer
Volleyball Australia Ltd
Australian Institute of Sport
Leverrier Street
BRUCE ACT 2617**

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

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

Further information on privacy generally can be found at www.privacy.gov.au or via the Privacy Officer hotline on 1300 363 992.

VA may amend this Privacy Policy from time to time.

VOLLEYBALL AUSTRALIA LTD SECURITY POLICY

Volleyball Australia Ltd uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.

- Your complete credit card number cannot be viewed by Volleyball Australia LTD or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Volleyball Australia Ltd.

For more information about eWAY and online credit card payments, please visit www.eway.com.au

REFUND POLICY

It is not Volleyball Australia's practice to offer refunds, however in exceptional circumstances Volleyball Australia will, on a case by case basis, consider such requests. If you wish to apply for a refund, email Volleyball Australia at info@avf.org.au, with comprehensive details and reasons for your request.