



Module 5: Privacy Policy

POLICY STATEMENT

Fishermen's Bend Gymnastic Club (FBGC) is committed to providing you with the highest levels of membership service; this includes protecting your privacy.

Our Privacy Statement contains the following important information the Privacy Act requires us to communicate to all of our customers, regarding the use of your personal information:

- a) Define what is personal information
- b) How we collect personal information
- c) How we use personal information
- d) When we disclose personal information
- e) Storage and security of personal information
- f) Accuracy of personal information
- g) Access to personal information

POLICY COVERAGE

What Is Personal Information?

Personal information is defined in the Privacy Act as information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

What information will be covered?

All personal information gathered by, or on behalf of, FBGC for the purpose of managing membership, education, events and merchandise.

APPLICATION OF POLICY

- a) This Policy applies to all members of FBGC, administrators, volunteers, coaches, judges, gymnasts and officials (Members)
- b) This Policy applies equally to Members involved in any of the FBGC's gymnastic disciplines and
- c) This Policy applies to behaviour occurring both within and outside the course of the FBGC's business, activities and events



REQUIREMENTS AND RESPONSIBILITIES

The requirements and responsibilities of FBGC in application of our Privacy Policy are outlined in the following:

A. *How We Collect Personal Information*

To deliver and enhance the services offered by FBGC, certain personal information is collected. FBGC collects personal information from you that you volunteer when:

- a) You register to become an affiliated club
- b) You register to become an affiliated gymnast
- c) You register to become an affiliated technical member
- d) You enter a FBGC event or participation program
- e) You participate in a FBGC course
- f) You purchase merchandise from us
- g) You request information from us
- h) You provide information to one of our staff, and
- i) You participate in one of our surveys.

B. *How We Use Personal Information*

- a) We will only collect information that is necessary for us to carry out our primary purpose of providing services relating to: membership, education, events and merchandise.
- b) Your personal information may be used in order to:
 - i. Provide the services you require
 - ii. Internal accounting and administration, and
 - iii. Regulatory reporting and compliance
- c) If we send you any information about services or products you do not require, or you do not want us to disclose personal information to any other organisation, (including related organisations) you can advise us accordingly by writing to our Head Coach or Administrator.
- d) If you do not advise us otherwise, you confirm agreement on your own behalf and/or on behalf of others you represent.
- e) If you choose not to provide personal information, we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

C. *When We Disclose Personal Information*

- a) We disclose personal information to other organisations that we believe is necessary to assist in providing our services.
- b) The organisations to which we disclose information include:



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- i. Outsourced service providers who manage the services we provide to you, including:
 - a. Insurers
 - b. Gymnastics Victoria
 - c. Other Gymnastics Clubs (Competitions)
 - ii. Our professional advisors, including our accountants, auditors and lawyers
 - a. Government and regulatory authorities and other organisations, as required or authorised by law
 - c) We limit the use and disclosure of any personal information provided by us to such organisations for the specific purpose for which we supplied it.

D. Storage And Security Of Personal Information

FBGC may store your personal information in both paper file and computer file form. We have implemented measures of a reasonable nature to ensure that all personal information about you is securely stored from misuse, loss and unauthorised handling.

E. Accuracy Of Personal Information

FBGC takes reasonable steps to ensure that whenever we collect, use or disclose personal information that it is accurate, complete and up to date.

F. Access To Personal Information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, you can gain access to you personal information by written request to the Head Coach or Administrator. Alternatively, you may also advise us at any time about possible breaches of privacy, inaccurate, or incomplete personal information.

POLICY BREACHES AND CONSEQUENCES

A. Procedural Steps

FBGC undertakes to deal with any complaints of a breach of the Member Protection Policy promptly, seriously, sensitively and confidentially. At any stage, it is the prerogative of the complainant to proceed with, or dissolve, a complaint.

B. Discussion

Should a complaint arise, FBGC encourages the complainant to consider the following options:

- a) Approach the person creating the problem and ask him or her to stop the behaviour
- b) If the behaviour continues, or it is not possible to approach the person, contact either:
 - i. Head Coach
 - ii. President or other official of the club



C. President or Other Official of the club

The President or other official of the club determines whether or not to investigate the complaint. If the President or other official of the club determines to investigate, the following applies:

- i. Informs the alleged wrongdoer
- ii. Interviews both parties separately
- iii. Keeps confidential records of the process
- iv. Attempts mediation to achieve resolution; &
- v. Follows up on the complainant.

D. External Resolution

- i. If the complaint is not resolved, the complainant may make a written complaint to an external organisation for mediation or arbitration. This can be done with the support of the Head Coach and FBGC committee
- ii. If the complaint is upheld, a remedy will be prescribed by that external organisation

CONFIDENTIALITY AND REPORTING

FBGC's administration responsible for implementing this Policy will keep confidential the names and details relating to complaints, unless disclosure is:

- a) Necessary as part of the disciplinary or corrective process; &
- b) Required by law

Addition and Changes to Policy:

This policy will be reviewed by key stakeholders periodically as needed and signed off by the Committee of Management.

