



Privacy Policy

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The protection of personal information is important to Croquet Australia. Croquet Australia is committed to respecting the right to privacy and the protection of personal information.

This document sets out:

- What personal and sensitive information Croquet Australia collects;
- How Croquet Australia collects personal and sensitive information;
- How Croquet Australia uses or discloses personal and sensitive information
- How individuals can access or seek correction of information held by Croquet Australia; and
- Who to contact regarding privacy issues and complaints

By providing your personal information to Croquet Australia, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

This Policy provides for the way in which Croquet Australia may collect, use, store and disclose information. Third party commercial entities and subsidiaries, whether owned or acting on behalf of Croquet Australia, may be subject to the same privacy laws and may be governed by their own privacy policies. Croquet Australia will always do its utmost to ensure that personal information is respected and protected.

What personal and sensitive information does Croquet Australia collect?

Personal Information

Generally, **personal information** is information from which it is possible to determine someone's identity.

The information collected by Croquet Australia 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, qualifications or communication history with Croquet Australia.

Sensitive Information

Sensitive information is a type of personal information about:

- a) racial or ethnic origin;
- b) criminal record; or
- c) health information or disability.

If it is reasonably necessary in the circumstances, Croquet Australia may also collect sensitive information such as a person's medical history, nationality, their ethnic background or disabilities.

Croquet Australia is required by law to obtain consent when collecting sensitive information. Croquet Australia assumes and will assume consent to the collection of all sensitive information that is provided to it for use in accordance with this Privacy Policy, unless told otherwise.

How does Croquet Australia collect personal and sensitive information?

Information may be collected when you:

- a) become a member of Croquet Australia or other body which is a member of or affiliated with Croquet Australia
- b) subscribe to any publication of Croquet Australia, including electronic publications
- c) provide details to Croquet Australia in an application form, consent form, survey, feedback form or incident report
- d) enter personal information into, or agree to having your personal information entered into a Croquet Australia online system such as RevolutioniseSPORT, WordPress or another Croquet Australia online system
- e) access any Croquet Australia website
- f) contact Croquet Australia via email, telephone or mail or engage with Croquet Australia via social media
- g) participate in any program, activity, competition or event run by Croquet Australia
- h) purchase tickets to a Croquet activity event from Croquet Australia or an authorised agent
- i) purchase merchandise, products or services from Croquet Australia
- j) are elected or appointed to the Board or a committee of Croquet Australia
- k) apply for employment or a volunteer position with Croquet Australia, or
- l) where Croquet Australia is required to do so by law (for education, VET training, child protection, Work health and safety laws, 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 the information requested, this may affect Croquet Australia's ability to communicate with you or provide the requested products or services.

By not providing the requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with Croquet Australia. If it is impracticable for Croquet Australia to deal with you because of you not providing the requested information or consent, they may refuse to do so.

Collection from third parties

Croquet Australia may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, Croquet Australia collects information from other sporting entities or other third parties.

Examples of such third parties could include, without limitation, the Australian Sports Commission (ASC), Sport Integrity Australia (SIA), non-affiliated Croquet organisations or government and law enforcement bodies.

Information storage and protection

Croquet Australia stores information in different ways, including in paper and electronic form. Much of the information collected from and about our members is added to Croquet Australia's database which is hosted by a third-party data storage provider. When your information is entered into Croquet Australia's database, the information may be combined or linked with other information held about you.

Security of personal information is important to Croquet Australia. Croquet Australia has taken steps to protect the information it holds from misuse, loss, unauthorised access, modification, or disclosure.

Some of the security measures Croquet Australia uses include strict confidentiality requirements of our employees, volunteers, Croquet Australia affiliates and service providers, as well as security measures for system access, and security measures for our website such as firewalls and system encryption.

Croquet Australia is required to comply with the Federal Government Notifiable Data Breaches Scheme (**NDBS**). When Croquet Australia has had a data breach that could result in serious harm, Croquet Australia will notify the individual(s) that is/are affected. Croquet Australia when notifying the individual(s) and Australian Information Commissioner, will also outline what steps will be undertaken in response to the breach. A review of the breach will be undertaken, and action(s) implemented to prevent a future breach.

RevolutioniseSPORT data and privacy Policy summary can be found [HERE](#)

How does Croquet Australia use and disclose personal and sensitive information?

Use

Croquet Australia, 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, and administer competitions, programs, activities and other events relating to Croquet, membership management, education offerings and organisation, social events, police or other legal agencies for the purposes of medical treatment amongst others
- d) research, develop and market products, services, merchandise and special offers made available by us and third parties
- e) respond to emergency situations involving or requiring medical treatment
- f) administer, manage and provide you with access to Croquet Australia websites and other IT based applications, and
- g) keep you informed of news and information relating to various Croquet events, activities and opportunities via various mediums

Croquet Australia may use health information to ensure that the programs it operates 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, prepare submissions to government or other regulatory bodies, or plan events and activities. Croquet Australia does not provide a Health Service as defined under the Privacy Act 1988 and will not use health information to provide a Health Service as defined under the Privacy Act 1988.

Disclosure

Croquet Australia may disclose your personal information to a range of organisations which include, but are not limited to:

- a) Croquet Australia affiliates and other organisations involved in Croquet
- b) companies Croquet Australia engages to carry out functions and activities on Croquet Australia's behalf, including direct marketing
- c) our professional advisers, including our accountants, auditors and lawyers
- d) our insurers
- e) police and other legal agencies
- f) Croquet Australia companies, subsidiaries and affiliates
- g) relevant sporting bodies such as ASC, SIA, AOC, Paralympics Australia, Commonwealth Games Australia, various National Sporting bodies, and Federal and State Departments of sport amongst others; and in other circumstances permitted by law.

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, Croquet Australia 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.

Any disclosure will be on such terms and conditions as Croquet Australia determines taking into account the circumstances of the disclosure but always with the best interests of the parties whose personal information is being disclosed.

Direct marketing

Croquet Australia will assume consent to use non-sensitive personal information to provide you better services and marketing purposes (including disclosure of such information to service providers).

Every person whose data is collected by Croquet Australia has the option to refuse e-mail, SMS or posted offers. You may do this by updating the direct marketing settings in your user portal in Croquet Australia's database (if offered), or any opt-out procedures included in any communication from Croquet Australia (information relating to the option to unsubscribe from those communications may be retained).

If you are still not satisfied with the communication you are receiving, you can also write to a Croquet Australia Officer via admin@croquet-australia.com.au

Other disclosures

In addition, Croquet Australia 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.

Croquet Australia website

When users visit the Croquet Australia 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. Croquet Australia uses this information to help analyse and improve the performance of the Croquet Australia website.

Websites linked to the Croquet Australia website are not subject to Croquet Australia's privacy standards, policies or procedures. Croquet Australia does not 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 Croquet Australia

Croquet Australia will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. Croquet Australia relies on the accuracy of personal information as provided both directly and indirectly. Croquet Australia also relies on members and volunteers to enter data and make their best endeavours to ensure data is accurately recorded.

Croquet Australia encourages all users to regularly review and update their personal information on the Croquet Australia database with RevolutioniseSPORT.

Individuals may also request access to their personal information held by Croquet Australia by making a request [HERE](#). Croquet Australia 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 Croquet Australia holds 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 the Croquet Australia Administration Officer at this address: admin@croquet-australia.com.au

Croquet Australia will respond to your complaint within 30 days and try to resolve it within 90 days. If Croquet Australia is unable to resolve your complaint within this time, or you are unhappy with the outcome, you can contact the Office of Australian Information Commissioner via its enquiries line at 1300 363 992 or the website <http://www.oaic.gov.au> to lodge a complaint.

For further information on Croquet Australia's management of personal information, please contact Croquet Australia.

Croquet Australia may amend this Privacy Policy from time to time.

Template Privacy Declaration for third party systems

Privacy laws require organisations to notify individuals at the time that the information is collected. Below is a declaration that can be used at the point of data collection (as a suggestion) in order to comply with the requirements:

"Privacy: I understand that the information I have provided in this form is necessary for the proper management of this activity and for the administration of croquet related activities in Australia.

The information is collected in accordance with the Croquet Australia Privacy Policy available at www.croquet-australia.com.au

Croquet Australia may share my information in accordance with the Privacy Policy and it may also be used to notify me of other events, news, and to offer the provision of services, including by third-party providers, to me.

I understand that the Croquet Australia Privacy Policy contains information about how I may access, and request correction of my personal information held by Croquet Australia or make a complaint about the handling of my personal information and provides information about how a complaint will be dealt with by Croquet Australia. If the information is not provided, my application may be rejected, or services may be unable to be provided to me.

I acknowledge that if I do not wish to receive promotional material from Croquet Australia sponsors and third parties I may advise in writing via email or using the opt-out process (if provided) in the relevant communication.

Privacy complaints should be directed in the first instance to admin@croquet-australia.com.au