

TRIATHLON AUSTRALIA POLICY

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Responsible Portfolio/Person:	Board/CEO/Privacy Officer

The protection of personal information is important to Triathlon Australia Limited (TA). TA is committed to respecting the right to privacy and the protection of personal information.

This document sets out:

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

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

This Policy provides for the way in which TA, its State and Territory Triathlon Associations (STTAs) or Triathlon Clubs (TA affiliates) may collect, use, store and disclose information. Third party commercial entities and subsidiaries, whether owned or acting on behalf of TA, a STTA or a TA affiliate or not, may be subject to the same privacy laws and may be governed by their own privacy policies. TA will always do its utmost to ensure that personal information is respected and protected.

1. WHAT PERSONAL AND SENSITIVE INFORMATION IS COLLECTED?

1.1 Personal Information

Generally, personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.

The information collected by TA 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, credit card details,

driver licence number, passport number, insurance details, employment history, qualifications or communication history with TA.

1.2 Sensitive Information

Sensitive information is a type of personal information that also includes information or an opinion about:

- a. racial or ethnic origin;
- b. political opinions;
- c. membership of a political association, professional or trade association or trade union;
- d. religious beliefs or affiliations or philosophical beliefs;
- e. sexual preferences or practices;
- f. criminal record; or
- g. health, genetic information or disability.

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

TA is required by law to obtain consent when collecting sensitive information. TA 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. Whenever possible TA will alert persons providing sensitive information that by providing the information they are consenting to its use and disclosure in accordance with this Privacy Policy.

2. HOW IS PERSONAL AND SENSITIVE INFORMATION COLLECTED?

Information may be collected when you:

- a. become a member of TA, an STTA or a TA affiliate or other body which is a member or affiliated with TA;
- b. subscribe to any publication of TA, an STTA or a TA affiliate, including electronic publications;
- c. provide details to TA, an STTA or a TA affiliate 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, any TA online system;
- e. access the TA website;

- f. contact TA via email, telephone or mail or engage with TA via social media;
- g. participate in any program, activity, competition or event run by TA, an STTA or a TA affiliate;
- h. purchase tickets to a Triathlon event from TA or an authorised agent;
- i. purchase merchandise, products or services from TA or an authorised agent or licensee;
- j. are elected or appointed to the Board or a committee of TA, an STTA or a TA affiliate;
- k. apply for employment or a volunteer position with TA, an STTA or a TA affiliate; or
- l. where TA is required to do so by law (for education, VET training, child protection, Work health and safety laws, AVETMISS, charitable collections, Good Samaritan, Medical Treatment or other legislation in Australia).

2.1 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 of the information requested, this may affect TA's ability to communicate with you or provide the requested products or services.

By not providing requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with TA, an STTA or a TA affiliate. If it is impracticable for TA to deal with you as a result of you not providing the requested information or consents, TA may refuse to do so.

2.2 Collection from third parties

TA, an STTA or a TA affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, TA collects information from STTAs, TA affiliates or other third parties. Examples of such third parties could include, without limitation, the Australian Institute of Sport, the Australian Olympic Committee, non-affiliated Triathlon organisations or government and law enforcement bodies.

2.3 Information storage and protection

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

Security of personal information is important to TA. TA has taken steps to protect the information it holds from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures TA uses includes strict confidentiality requirements of its employees,

volunteers, STTAs, TA affiliates and service providers, as well as security measures for system access, and security measures for our website such as firewalls and system encryption.

TA is required to comply with the Federal Government Notifiable Data Breaches Scheme (NDBS). When TA has had a data breach that could result in serious harm, TA will notify the individual(s) that is/are affected. TA, when notifying the individual(s) and the 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.

3. HOW IS PERSONAL AND SENSITIVE INFORMATION USED AND DISCLOSED?

3.1 Use

TA, and third parties to whom it 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, administer and market competitions, programs, activities and other events relating to a variety of Triathlon events and activities including but not limited to competitions and events, membership management, education offerings and organisation, social events and 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 TA and third parties;
- e. respond to emergency situations involving or requiring medical treatment;
- f. administer, manage and provide you with access to TA database(s), self service portal and other IT based applications; and
- g. keep you informed of news and information relating to various Triathlon events, activities and opportunities via various mediums.

TA may use health information to ensure that 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, TA may use de-identified health information and other sensitive information to carry out research, to prepare submissions to government or other regulatory bodies, or to plan events and activities.

3.2 Disclosure

Your personal information may be disclosed to a range of organisations which include, but are not limited to:

- a. STTAs, TA affiliates and other organisations involved in Triathlon;
- b. companies TA engage to carry out functions and activities on TA's behalf, including direct marketing;
- c. TA's professional advisers, including its accountants, auditors and lawyers;
- d. TA's insurers;
- e. TA companies, subsidiaries and affiliates;
- f. relevant sporting bodies such as the Australian Sports Commission, the Australian Sports Anti-Doping Authority, the Australian Olympic Committee, the Australian Paralympic Committee, Commonwealth Games Australia, Australian Institute of Sport, various National Sporting bodies, and Federal and State Departments of sport amongst others; and
- g. In other circumstances permitted by law.

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, TA will take reasonable steps 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 TA determines taking into account the circumstances of the disclosure but always with the best interests of the parties whose personal information is being disclosed.

3.3 Direct marketing

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

Every person whose data is collected by TA has the option to refuse e-mail, SMS or posted offers. You may do this by the opt-out procedures included in any communication from TA (information relating to the option to unsubscribe from those communications may be retained).

If you are still not satisfied at the communication you are receiving, you can also write to TA's Privacy Officer via the contact details set out below.

3.4 Other disclosures

In addition, TA 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.

3.5 Website

When users visit the TA website, TA's systems may record certain information about their use of the site, including the web pages visited and the time and date of their visit. TA uses this information to help analyse and improve the performance of the TA website.

In addition, TA may use "cookies" on the TA website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that we use may collect some personal information. TA will treat this information in the same way as other personal information it collects. You may disable cookies on your internet browser to prevent this information being collected; however, you may lose the benefit of an enhanced website experience that the use of cookies may offer.

Websites linked to the TA website are not subject to TA's privacy standards, policies or procedures. TA does not take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third party website.

4. ACCESSING AND SEEKING CORRECTION OF INFORMATION HELD

TA will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, TA relies on the accuracy of personal information as provided to it both directly and indirectly.

TA also relies on affiliates and volunteers to enter data and take all reasonable steps to ensure that data is accurately recorded.

TA encourages all users to regularly review and update their personal information on TA's database and via the "members portal" link.

Individuals may also request access to their personal information held by TA by making a request via the contact details set out below. TA 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 TA holds about you is inaccurate, incomplete or out-of-date, please contact TA immediately and TA will see that it is corrected.

5. 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 TA Privacy Officer at this address:

Privacy Officer
TA
Suite 504, 64-76 Kippax Street, Surry
Hills, NSW, 2010
PO Box 13, Alexandria, NSW, 1435
info@triathlon.org.au

TA will respond to your complaint within 30 days and endeavour to resolve it within 90 days. If TA 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 1300 363 992 or website <http://www.oaic.gov.au/> to lodge a complaint.

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

TA may amend this Privacy Policy from time to time.

6. 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 by States/Clubs at the point of data collection (as a suggestion) in order to comply with the new 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 Triathlon related activities in Australia.

The information is collected in accordance with the TA Privacy Policy (available at www.triathlon.org.au).

TA 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 TA Privacy Policy contains information about how I may access and request correction of my personal information held by TA, or make a complaint about the handling of my personal information, and provides information about how a complaint will be dealt with by TA. 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 TA sponsors and third parties I may advise in writing or via the opt-out process provided in the relevant communication.

Privacy complaints should be directed to TA.