

GOLF VICTORIA LIMITED PRIVACY POLICY

The protection of personal information is important to Golf Victoria Limited (**Golf Victoria**). Golf Victoria is committed to respecting the right to privacy and the protection of personal information.

This document sets out how Golf Victoria may collect, hold and use personal information. By providing your personal information to Golf Victoria, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

Why does Golf Victoria collect personal information?

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

Golf Victoria collects personal information in order to properly and efficiently carry out its functions, including to provide you requested products and services, and to facilitate the provision of marketing and promotion services that may be of interest to you.

Golf Victoria uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). We may state a more specific purpose at the point we collect your information.

If you do not provide us with the information that we request, we may not be able to provide you with our products or services.

What personal and sensitive information does Golf Victoria collect?

Personal Information

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 Golf Victoria 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, place of birth, gender, credit card details, driver's licence number, Golf Link number, passport number, insurance details, employment history, school or education institution attended, working with children check, parent or guardian contact information, qualifications or communication history with Golf Victoria.

Sensitive Information

If it is reasonably necessary in the circumstances, Golf Victoria may also collect sensitive information (which is a type of personal information) such as your medical history (including details of any health conditions or any allergies you may have), nationality/ethnicity or disability backgrounds.

Sensitive information is afforded a higher level of privacy protection than other personal information. Where you provide sensitive information to Golf Victoria, you also provide consent to Golf Victoria collecting it in accordance with this Privacy Policy, unless you tell us otherwise.

How does Golf Victoria collect personal and sensitive information?

Information may be collected when you:

- (a) become a member of Golf Victoria or of a club, association or other body which is a member of or affiliated with Golf Victoria (**Golf Victoria Affiliate**);
- (b) join a Golf Victoria program;

GOLF VICTORIA LIMITED PRIVACY POLICY

- (c) enter personal information into, or agree to having your personal information entered into, one of Golf Victoria's online systems or by completing a form at any Golf Victoria activation;
- (d) apply for an handicap under the GA Handicap System;
- (e) subscribe to any publication of Golf Victoria or a Golf Victoria Affiliate, including electronic publications;
- (f) provide details to Golf Victoria or a Golf Victoria Affiliate in an application, consent form, survey, feedback form or incident report;
- (g) enter personal information into, or agree to having your personal information entered into, one of Golf Victoria's online systems;
- (h) access the Golf Victoria website (www.golfvic.org.au) or a website of a Golf Victoria Affiliate;
- (i) contact Golf Victoria via email, telephone or mail or engage with Golf Victoria via social media;
- (j) participate in any program, activity, competition or event run by Golf Victoria or a Golf Victoria Affiliate (which may include participants submitting photos or videos);
- (k) purchase tickets to a Golf Victoria or sporting event from Golf Victoria or an authorised agent;
- (l) purchase merchandise, products or services from Golf Victoria or an authorised agent or licensee;
- (m) are elected or appointed to the Board or a committee of Golf Victoria;
- (n) apply for employment or a volunteer position with Golf Victoria or a Golf Victoria Affiliate; or

Personal information may also be collected where Golf Victoria is required to do so by law (for education, child protection, work health and safety laws, equal opportunity, charitable collections, 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 of the information requested, this may affect Golf Victoria'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 Golf Victoria or a Golf Victoria Affiliate. If it is impracticable for Golf Victoria to deal with you as a result of you not providing the requested information or consent, Golf Victoria may refuse to do so.

Collection from third parties

Golf Victoria or a Golf Victoria Affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child.

In many circumstances, Golf Victoria collects information from Golf Victoria Affiliates or other third parties.

Examples of such third parties could include, without limitation, Golf Australia, other State and Territory Golf Associations, Affiliated Golf Clubs, Country District Golf Associations, Victorian Golf League, Golf Link Partners Pty Ltd, Schools and other Education institutions, the Australian Sports Commission, the Australian Sports Anti-Doping Agency, the Australian Institute of Sport, the Australian Olympic Committee, the International Golf Federation, non-affiliated organisations or government and law enforcement bodies.

GOLF VICTORIA LIMITED PRIVACY POLICY

Information storage and protection

Golf Victoria stores information in different ways, including in paper and electronic form.

Much of the information we collect from and about our members and from or about people who register their interest in Golf Victoria is added to Golf Victoria's database. When your information is entered into Golf Victoria's database, the information may be combined or linked with other information held about you. Golf Australia's 'GA Handicap System' database is administered by Golf Link Partners Pty Ltd.

Security of personal information is important to Golf Victoria. Golf Victoria has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures Golf Victoria uses include strict confidentiality requirements of our employees, volunteers, Golf Victoria Affiliates and service providers, security measures for system access and security measures for our website.

How does Golf Victoria use and disclose personal and sensitive information?

Use

Golf Victoria, 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, administer, conduct and market competitions, programs, activities and other events relating to golfing, including tournaments;
- (d) research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to Golf Victoria Affiliates and our licensees, suppliers and sponsors; see *Direct marketing*.
- (e) respond to emergency situations involving or requiring medical treatment;
- (f) administer, manage and provide you with access to the Golf Victoria website;
- (g) assist with Golf Australia's administration and management of the GA Handicap System; and
- (h) keep you informed of news and information relating to various Golf Victoria and golfing events, activities and opportunities via various mediums.

Golf Victoria may use health information to ensure that programs we operate 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, to prepare submissions to government, or to plan events and activities.

Disclosure

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

- (a) Golf Australia and other organisations involved in golfing programs in Australia;
- (b) Golf Victoria Affiliates;
- (c) other State and Territory golf associations;
- (d) (if you have applied for an GA Handicap System) Golf Link Partners Pty Ltd, in relation to the GA Handicap System;

GOLF VICTORIA LIMITED
PRIVACY POLICY

- (e) companies we work with in staging events;
- (f) companies we engage to carry out functions and activities on Golf Victoria's behalf, including direct marketing; see *Direct marketing*.
- (g) our professional advisers, including our accountants, auditors and lawyers;
- (h) our insurers;
- (i) relevant sporting bodies such as the International Golf Federation, Australian Sports Commission, the Australian Sports Anti-Doping Authority, Australian Institute of Sport, various National Sporting bodies, Federal and State Departments of Sport amongst others; and
- (j) in other circumstances permitted by law; see *Other Disclosures*.

In some circumstances, personal information may also be disclosed outside of Australia - for example, personal information may be disclosed to the International Golf Federation which is located in Switzerland. In such circumstances, Golf Victoria 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.

Direct marketing

We will use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).

If you do not wish to receive e-mail, SMS or posted offers from Golf Victoria, you may opt-out by using the link provided. Alternatively, you may advise us at any time by contacting Golf Victoria via the contact details set out in this policy.

Other disclosures

In addition, Golf Victoria 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.

Golf Victoria website

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

In addition we may use "cookies" on the Golf Victoria 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. Golf Victoria will treat this information in the same way as other personal information we collect. You are free to disable cookies on your internet browser to prevent this information being collected; however, you will lose the benefit of the enhanced website experience that the use of cookies may offer.

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

GOLF VICTORIA LIMITED PRIVACY POLICY

Accessing and seeking correction of information held by Golf Victoria

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

We encourage all users to regularly review and update their personal information. If you would like to access personal information that we hold about you, we require you to put your request in writing. If we do not allow you access to any part of the personal information we hold about you, we will tell you why.

Individuals may also request access to their personal information held by us by making a request via the contact details set out below. We 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 we hold 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 Golf Victoria in one of the following ways:

- **By telephone** on (03) 8545 6200
- **Write to:**

Privacy Officer
Golf Victoria
PO Box 2168
Hampton East VIC 3188
- **By email** to info@golfvic.org.au

We will respond to your complaint within a reasonable period and try to resolve your complaint for you. If we are unable to resolve your complaint 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 Golf Victoria's management of personal information, please contact Golf Victoria.

Golf Victoria may amend this Privacy Policy from time to time.

Date: September 2016