

# FOOTBALL TASMANIA PRIVACY POLICY & REFUND POLICY

## 1. Purpose

1. This policy explains how Football Federation Tasmania Ltd (ACN 067 682 044) operating as Football Tasmania (**We, Our or Us**) collect, store, use, disclose, maintain and destroy personal information. In this policy We refer to an individual as **You** or **Your** unless talking about all individuals generally.
2. We are the governing body of football in Tasmania and a Member Federation of the national governing body, Football Federation Australia (**FFA**).
3. We comply with the Privacy Act 1998 (Cth) as amended (**Act**) including the Australian Privacy Principles (**APPs**). The APPs govern the way in which We collect, use, disclose, store, secure and destroy Your Personal Information.

## 2. What personal information does this policy cover?

1. Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. Examples of personal information We collect includes name, address, phone number, email address, date of birth, gender, occupation and social media details. Personal information may include 'sensitive information' about an individual.
2. Sensitive information means personal information relating to a person's racial or ethnic origins, religion, education, occupation, trade union or other professional or trade association membership, sexual orientation, sexual practices, criminal record; and information about a person's health or biometrics, or a person's biometric templates.
3. We will only collect sensitive information where it is reasonably necessary for one or more of Our functions and provided You have consented to collection of Your sensitive information, unless otherwise required or permitted under the Act. We may use health information about You to ensure that football programs in which You participate are run safely and in accordance with any special health needs You may have and for insurance purposes. We may also use health information as required by the FFA Statutes, including medical and anti-doping testing and investigations.
4. Depending on the services You receive from Us, We may also collect and hold details about Your participation history, membership history and credit card information, as well as details of any items ordered or purchased from Us.
5. If You choose not to provide certain personal information, We may not be able to communicate with, or provide services to You. For example, You may not be able to register to play football or participate in some of the activities on Our website (<https://footballfedtas.com.au/>) if You do not provide certain personal information.

## 3. Collecting Your personal information

1. Personal information about You may be collected by Us from You or from a third party. We use forms, online portals and other electronic or paper correspondence to collect this information.
2. For example, We may collect personal information from You:
  - a. via Our Website;
  - b. when you provide it to Us by filling in forms approved by Us and/or FFA from time to time;
  - c. when You contact Us;
  - d. when You engage with Us via social media;
  - e. when You subscribe to receive football related newsletters or other information; or
  - f. when You enter a competition that is being conducted by or on behalf of Us.
3. We may also collect personal information about you from third parties, including:
  - a. FFA or another FFA Member Federation, or a branch, association, club, affiliate member, futsal centre, referees' body and/or a competition administrator registered with FFA or with Us from time to time (**Football Administrators**);
  - b. Our corporate partners, licensees, sponsors, suppliers and broadcasters (**FT Partners**);
  - c. Your representatives or agents;
  - d. the organisations identified under section 5 (When do We disclose personal information to others?) below.
4. Using Your personal information
  1. We may use the personal information collected about You in a variety of ways, including to:
    - a. verify Your identity;
    - b. ensure compliance with the FFA Statutes and Our constitution, by laws, rules, regulations, policies, procedures and other governing documents, including the administration and development of football in Tasmania;
    - c. organise, conduct and promote football competitions, matches, tournaments, programs and other events (including for the purpose of distributing newsletters, providing information and making ticket offers) and to meet any other objectives stated in Our constitution;
    - d. process the registration of individuals to participate in football competitions, tournaments, matches, programs and other events, as a player, official or otherwise;

- e. develop programs, activities, events, products, services and merchandise relating to football in Tasmania;
- f. provide you with information about Our products and services, including information about tickets, merchandise and special offers, or which We reasonably believe may be of interest to You, some of which may be provided by, or in conjunction with, FFA, government agencies, FT Partners or Football Administrators (both commercial and not-for-profit);
- g. satisfy our obligations and to comply with applicable statutes, regulations and policies as a Member Federation of the national governing body, FFA, and, ultimately, the regional governing body, the Asian Football Confederation (**AFC**) and the international governing body, Federation International de Football Association (**FIFA**);
- h. maintain participation and service/benefit records, data and statistics, including for archive and historical purposes;
- i. achieve any use that is reasonably apparent at the time the information is collected.

5. When do We disclose personal information to others?

1. We may disclose Your personal information to third parties in relation to the operation of Our business including:
  - a. Football Administrators and anybody established by Us or FFA to deal with disciplinary, dispute or grievance proceedings;
  - b. FIFA and its members, including the AFC;
  - c. the Australian Sports Anti-Doping Authority, Court of Arbitration for Sport, Australian Institute of Sport and/or Australian Olympic Committee;
  - d. third party service providers, such as ticketing agents, venue operators, event organisers, IT providers and social media websites;
  - e. health providers or professionals;
  - f. Our insurers;
  - g. Our professional advisors, including our accountants, auditors and lawyers;
  - h. as required or authorised by law or where We have a public duty to do so, including for purposes of safety and security;
  - i. where you have consented to Your personal information being disclosed to others.
2. If You receive a product or service from, or Your information is otherwise collected by, a third party, such as a FT Partner or Football Administrator, the relevant third party may have a separate privacy policy which applies to their collection, use and disclosure of Your personal information. You should refer to

that privacy policy for further details about how the relevant third party may collect, process, use, store and disclose Your information and how You can contact the relevant third party if You have any queries, or wish to make a complaint, about their handling of Your personal information.

6. How do We store personal information

1. Personal information is stored electronically, on paper, or both. We take reasonable steps to ensure there is no unauthorised access to or misuse of this information while We store it.
2. We take appropriate security measures to protect Your personal information from unauthorised access, disclosure, alteration or destruction.
3. We will store personal information on data servers that are controlled by Us and are located within Australia where reasonably possible. However, in some circumstances, we may disclose Your personal information to third parties located outside Australia. We will take reasonable steps to ensure that overseas recipients only use and disclose such personal information in a manner which is consistent with this policy.

7. How can You access or correct personal information We hold?

1. You can request access to the personal information We hold about You by contacting Our privacy officer using the details listed below. There is no fee for requesting access to personal information but We may choose to charge a reasonable fee to provide access to that information.
2. We will normally permit an individual to access their personal information, however if for some reason We do not We will explain why We have made that decision. We will normally respond to all requests within 30 days.
3. If You wish to update the information We hold about You, You can do so by contacting Our privacy officer on the details listed below. There is no fee for requesting correction of personal information but We may choose to charge a reasonable fee to correct that information. We will normally respond to all requests within 30 days.

8. How can You complain about potential or actual breaches of Your privacy?

1. If You are concerned about Your privacy, please contact Our privacy officer on the details below. We will investigate all complaints and provide a response within 30 days.
2. We may indicate in that response that additional time is required to complete the investigation, in which case We will specify a timeframe for further communication.

9. How can We be contacted?

Enquiries about privacy (including complaints) should be directed to:

The Privacy Officer

Football Tasmania

Mail: GPO Box 371

GLENORCHY TAS 7010

Phone: (03) 6273 3299

Email: [admin@footballfedtas.com.au](mailto:admin@footballfedtas.com.au)

#### 10. Office of the Australian Information Commissioner

Individuals may also make complaints about breaches of the Act (including if they are not satisfied with Our handling of their complaint) to the Office of the Australian Information Commissioner. Their details are:

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Post: GPO Box 5218, Sydney, NSW, 2001

Phone: 1300 363 992

Fax: 02 9284 9666

Further information is available from the OAIC at <http://www.oaic.gov.au>

### **REFUND POLICY:**

Player's registration fees include several fee components – Football Australia, Football Tasmania, an Association, and then a Club fee.

If a player is registered and does not play in any games, then the Football Tasmania will consider on review of the circumstances a possible refund of the full amount of the Football Tasmania fee when the player's registration is cancelled. The request for a refund must be made by the end of May and processed through the player registration system.

### **CODE OF CONDUCT:**

### **PLAYERS, COACHES, VOLUNTEERS, PARENTS & SPECTATORS**

All come under the Football Australia & Football Tasmanian **Statutes, Regulations and Policies.**