



## Q Squash - Queensland

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| <b>Policy Name</b>     | <b>Privacy Policy</b> |
| <b>Policy Number</b>   | <b>QP05</b>           |
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| <b>Current Version</b> | <b>V 3.0</b>          |

## Revision / Review History

| <b>Date</b> | <b>Name</b>    | <b>Detail of Change</b>                     | <b>Version</b> |
|-------------|----------------|---|----------------|
| 01/01/2009  | Q Squash Board | Update policy                               | V2.0           |
| 28/12/2017  | Jonathan James | Full version revision based on ASC template | V3.0           |
|             |                |   |                |



## **PART 1— PRIVACY STATEMENT**

All personal information provided will be used by Squash Australia and Q Squash Bodies and on behalf of selected third parties in accordance with our Privacy Policy, this may include for promotional and direct marketing purposes and other disclosures as specified in our Privacy Policy. By providing your personal information, you agree to such use.

## **PART 2— Q SQUASH PRIVACY POLICY**

### **2.1 Who Are We**

Your privacy is important to the Q Squash Bodies, as defined at the end of this privacy policy. This Privacy Policy provides information about the personal information that the Q Squash Bodies collect and the ways in which they may use, hold and disclose this personal information.

Each Q Squash Body will collect and use your personal information in accordance with this Privacy Policy.

When used in this document, depending on the context, "we," "our" and "us" refers to Q Squash and/or Regional bodies and the Clubs/Centres.

### **2.2 Q Squash Privacy Policy**

Protecting personal information is fundamental to the Q Squash Bodies' relationship with our supporter, members, players and business partners. All personal information received in connection with an Q Squash bodies' product or service, or in the conduct of the Squash business, is therefore treated seriously, having regard to the Q Squash Bodies legal obligations.

Personal information is information that identifies you or could identify you. Q Squash bodies, Clubs and Centres are subject to the Privacy Act 1988 (Cth), including the Australian Privacy Principles.

### **2.3 Information Collected**

Generally, Q Squash bodies collect personal information directly from your use of SportyHQ and Squashmatrix and any registration you make to participate with or receive information from, the Q Squash bodies and any business relationship between you and us including via email. The personal information which the Q Squash bodies collect and hold includes:

- your name, age, address, email address, gender, occupation, telephone number(s) and your Club;
- information about dealings with the Q Squash bodies, clubs and centres, including membership history, and subscriptions for services;
- your squash fixture and/or tournament attendance history, any purchases made or membership used to obtain membership benefits; and
- opinions and beliefs provided via surveys and questionnaires.

In addition, you may also provide to us and we may collect and hold additional personal information, such as:

- your credit card information; and
- details of the items ordered or purchased from us.

We also may collect additional non-personally identifiable information (for example, browser version, IP address) that will provide information regarding the general use of Q Squash Online presents.

By providing us with personal information, you consent to that information being collected, used, disclosed and stored in accordance with this Privacy Policy.

If you do not give personal information to us, it may affect our ability to provide you with products and/or services. Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you however we will always provide you with an opportunity to opt-out of receiving communications about that matter within each of those communications.

### **2.4 Opt-Out/Unsubscribe**

You can easily unsubscribe at any time you want to our communications by contacting us using the contact details specified in this Privacy Policy or by following the instructions contained in an e-mail. It may take some time to put an opt-out or an unsubscribe in effect so you may still receive communications from us for several weeks after your request is received.



For the avoidance of doubt, by opting-out or unsubscribing yourself from a mailing list of an Q Squash bodies and Clubs/Centres product or service this will ensure your removal from that particular mailing list but will not guarantee your removal from other mailing lists that the Squash or Q Squash may store your details in as a result of your engagement with a different service or product.

In the event that you opt-out from receiving communications from the Q Squash Bodies you will still be contacted in relation to the administration of your player registration (for example team lists, change of venue etc).

## **2.5 Information from Third Parties**

During the course of business, the Q Squash Bodies may also collect personal information that is given to them by a third party (for example, a corporate partner or information that is on a publicly maintained record). This information forms part of the personal information described in this policy.

## **2.6 Storage of Personal Information**

Wherever reasonably practicable, Q Squash Bodies will store personal information on data servers that are contracted by the Squash Australia, Q Squash and maybe located outside the geographical borders of Australia. However, some of your personal information may be transferred, stored, processed, used or disclosed to third party service providers. In particular, as at the date this privacy policy was most recently updated, your personal information may be disclosed to selected parties in the USA, Canada, China, England and other countries from time to time.

This will happen if our service providers are located overseas, or if transactions, information, services or products have an overseas connection. Where such parties are located overseas, you may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the Australian Privacy Act in relation to how those parties treat your personal information.

You agree to the disclosure and use of such personal information in accordance with this privacy policy, and consent to its disclosure overseas and its use by third parties, including our service providers, in the USA, Canada, China, England and other countries in which those parties or their computer systems may be located from time to time, where it may be used solely for the purposes described in this privacy policy, without us being responsible for such use (or for any breach).

## **2.7 Use & Disclosure of Personal Information**

Q Squash Bodies collect, hold, use and disclose your personal information for purposes including, without limitation:

- to verify your identity;
- to improve Squash systems;
- to provide, and to assist Centres/Clubs with providing products and services to you, to manage and account for the products and services, and to improve the products and services;
- to manage Q Squash Bodies relationship(s) with you;
- to provide you with information about events, products and/or services that may interest you;
- to facilitate the internal business operations of the Squash Australia, Q Squash and other Squash bodies;
- to promote and market Q Squash Bodies events, products or services;
- to enable corporate partners and sponsors of the Q Squash, including Centres and Clubs, as well as their related bodies corporate, to market and promote their products and services to you; and
- to our third party service providers in connection with any of the above.

The Q Squash Bodies may also disclose personal information where it is otherwise permitted to do so by law. Where you provide your personal information directly to one Squash Body, although it may be disclosed to the Q Squash, that personal information will not ordinarily be shared with a different Squash Body. However, there may be some circumstances where this personal information is shared between Australian or Internal Sporting Bodies.

You consent to Q Squash Bodies using your personal Information for sending you information, including promotional material, about the Squash products and services, as well as the products and services of third parties, now and in the future. You also consent to us sending you such information by means of direct mail, email, SMS / MMS and Social Media messaging. You can contact us using the contact details specified in in this policy if you do not want to receive marketing information from us.

The Q Squash Bodies do not otherwise disclose personal information without your permission, unless the disclosure is:

- in accordance with this privacy policy or any agreement you enter into with us; or
- required or authorised by law, including without limitation the Australian Privacy Principles under the Privacy Act 1988 (Cth).

## **2.8 Accessing Q Squash Online**



“Q Squash Online” refers to the Q Squash website with its top-level domain located at [qld.squash.org.au](http://qld.squash.org.au), [SportyHQ.com](http://SportyHQ.com), [squashmatrix.com](http://squashmatrix.com), all related sub-domains for State Leagues and any other Squash website (including any Club/centre website), Q Squash and Club service or Squash-related product or service including related mobile applications. You need not disclose your identity to us in order to visit Q Squash Online, except where personal information is voluntarily supplied, however our internet server may automatically record details about any computer used to access the website (such as the IP address, domain name and browser type), the date and time of access, and details of the information downloaded. This information is used for internal statistical purposes and to improve Q Squash Online.

### **Cookies**

The Q Squash Bodies may use “cookies” on Q Squash Online. A cookie is a small text file that may place on your computer. Usually, cookies are used as a means for our websites to remember your preferences and are thus designed to improve your experience of online. Cookies may collect and store personal information about you.

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences. If you disable the use of cookies on your web browser or remove or reject specific cookies from our website or linked sites, then you may not be able to gain access to all of the content and facilities on Q Squash Online.

### **Website Analytics**

When you visit and browse Q Squash Online, our website host and some third party service providers may collect information for statistical, reporting and maintenance purposes.

Subject to the terms of this Privacy Policy, this information is used to administer and improve the performance of Q Squash Online and will not be used to identify you. The information may include:

- the number of users visiting our website and the number of pages viewed;
- the date, time and duration of a visit;
- visiting patterns of individuals accessing online;
- the IP address of your computer; and
- the path taken through our website.

Q Squash Bodies use website analytic services to help analyse how you use Q Squash Online (Website Analytics). Website Analytics generate statistical and other information about website use by means including but not limited to cookies which are stored on users' computers. The information generated is used to create reports about the use of Q Squash Online. Our third party providers of these services may store this information.

Q Squash Bodies treat personal information that may be obtained through cookies and any other information supplied to us (for example if you send us an email) in accordance with this Privacy Policy.

### **Links**

Q Squash Online may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

### **Children’s Privacy**

If you are under 18, you should only use Q Squash Online with involvement of a parent or guardian. For their protection, we ask that anyone under 18 years of age does not attempt to register with Q Squash Online or otherwise provide us with any personal information without the consent of a parent or legal guardian.

### **Information Security**

Q Squash Bodies will take reasonable steps to protect all personal information within their direct control from misuse, interference, loss, unauthorised access, modification or disclosure. We will take reasonable steps to hold information securely in electronic or physical form in access controlled premises or in electronic databases requiring logins and passwords.

## **2.9 Contacting the Q Squash Regarding Access & Correction and Privacy Complaints**

An individual may:

- request access to and seek the correction of their personal information held by Q Squash Bodies at any time;
- make a complaint in relation to an alleged breach of privacy; or
- submit a query or concern about this Privacy Policy or an Q Squash Bodies’ information handling processes, by contacting the Q Squash’s Privacy Officer by email at [privacy@qsquash.org](mailto:privacy@qsquash.org)

### **Access**

You will be required to provide proof of identity in order to obtain access to your personal information. Q Squash Bodies



may charge an administration fee where access is provided. Q Squash may refuse to provide access if permitted to do so by law. Q Squash Bodies aims to provide access to your personal information within 30 days of a valid request.

### **Complaints**

At all times, privacy complaints:

- will be treated seriously;
- will be dealt in a reasonable period of time;
- will be dealt with in a confidential manner; and
- will not affect your existing obligations or affect the commercial arrangements between you and Q Squash.

Q Squash Privacy Officer will commence an investigation into your complaint. You will be informed of the outcome of your complaint within a reasonable period of time following completion of the investigation.

### **2.10 Updates to Privacy Policy**

We may vary this Privacy Policy from time to time, by posting an updated Privacy Policy accessible via the Q Squash website.

## **PART 3— MEMBERSHIP REGISTRATION PRIVACY**

### **3.1 Member Registration Details**

A Regional Bodies Management must keep a register of members. The registrar for this recording shall be any member appointed to the position by the Regional Bodies Management.

The register of members must include the following particulars for each member:

- the full name of the member;
- the postal or residential address of the member;
- telephone contact of the member;
- if appropriate email address;
- the date of admission as a member;
- the date of death or time of resignation of the member;
- details about the termination or reinstatement of membership;
- any other particulars the Management Committee or the members at a General Meeting decide.

### **3.2 Register Management**

The Regional Bodies must use the Q Squash approved Membership system.

The register must be open for inspection at all reasonable times. The content open for inspection by third parties will be limited to the member's full name only.

A member must contact the secretary to arrange an inspection of the register. However, the Management committee may, on the application of a member of the club, withhold information about the member from the register available for inspection if the Management Committee has reasonable grounds for believing the disclosure of the information would put the member at risk of harm.

The registrar shall cause the name of a person who dies or who ceases to be a member to be deleted from the register of members referred to in this clause. A separate register of deceased members should be maintained in the Regional Bodies archival records.

A member of the Regional Body must not:

- use information obtained from the register of members of the Regional Body to contact, or send material to, another member of the Regional Body for the purpose of advertising for political, religious, charitable or commercial purposes;
- disclose information obtained from the register to someone else, knowing that the information is likely to be used to contact, or send material to, another member of the Regional Body for the purpose of advertising for political, religious, charitable or commercial purposes.
- clauses (a) and (b) do not apply if the use or disclosure of the information is approved by the Regional Body.

Regional Body officials may use the information contained on the member register for the sole purpose of carrying out the objects of Q Squash.

The Regional Body and/or Q Squash will only disclose personal information to parties other than Regional Body and/or Q Squash officers, employees and contractors if:

- that disclosure is required to give effect to the purposes for which the Regional Body collected the personal information;
- the member has consented to that disclosure;
- the Regional Body and/or Q Squash believes that the disclosure may lessen a risk of harm to the health or safety of any person;
- the Regional Body and/or Q Squash believes an unlawful activity is being undertaken and the personal information is disclosed as part of the Regional Body and/or Q Squash investigation into this activity;
- the Regional Body and/or Q Squash is required by law to disclose the Personal Information; or
- the disclosure is required for the enforcement of a criminal law or a law imposing a pecuniary penalty or for the protection of public revenue