

TRIATHLON WA PRIVACY POLICY



Policy Name:	Privacy Policy
Policy Area:	Member Protection
Date Approved:	Replaces old TWA Privacy Policy in October 2011
Date Last Reviewed:	November 2014 Addition of collection of information details Addition of marketing information items 1 & 2. Addition of Proof of Identity under accessing personal information Change of contact details of Executive Director

POLICY PURPOSE

Triathlon WA is committed to providing you with the highest levels of member service and this includes protecting your privacy and personal information. We respect your right as a member of Triathlon WA to be aware of who has information about you, what they are doing with it and why, and who else they are sharing it with.

Triathlon WA has adopted a privacy-compliance culture that cements this relationship with you. Triathlon WA is committed to supporting and complying with the Privacy Act 1988 (Cth) ("Privacy Act") and the Australian Privacy Principles ("APPs") which set clear standards for the collection, access and storage of personal information which we obtain as part of our operations.

COLLECTION OF INFORMATION

Triathlon WA provides a range of services through the Administration, Event Delivery, Affiliated Clubs and Event Organisers. We collect personal information to enable us to achieve our goals. The information we collect may be used to, among other things, comply with legal requirements, publish triathlon event results and to advertise or provide TWA products, services and events.

TWA may collect and hold personal information relating to you such as your name, address, age, gender, telephone number, email address, citizenship status and any other information provided.

TWA may also collect videos and photographs relating to events we participate in and organise, which may identify individuals.

TWA will generally obtain personal information directly from you, from one of our affiliated clubs or from Triathlon Australia. TWA may also obtain information from third parties as required. Triathlon WA, its affiliated clubs and Triathlon Australia will exchange information where necessary.

You have no obligation to provide any information requested by us, however, if you choose to withhold requested information, we may not be able to provide you with products or services we offer. For example, if you do not provide us with personal information we request we may not be able to allow you to participate in some triathlon events or activities.

USE, STORAGE & DISCLOSURE OF INFORMATION

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Our use and disclosure of information about you is dictated by any service you take up with Triathlon WA and any personal information you provide to TWA will be used for those purposes for which the information was gathered and related purposes that can be reasonably expected, for example marketing support, it support, debt collection or insurance.

On occasions we provide details and your current financial status to event organisers. We will not use or disclose this information for a purpose unrelated to this or outside your reasonable expectations unless we have your agreement or need to meet a legal obligation or authority.

To provide our services in the most cost effective and efficient way, we may need to utilise the services of others. Should this require us to share information, we will require those persons to respect your right of privacy. For example, we may use a mailing house to send you information.

Please note that the publication of results and performances at triathlon events and of statistics relating to these is normal practice in all sports.

Triathlon WA may disclose personal information in countries other than Australia where it is necessary to arrange certain events (for example international triathlon competitions). Overseas recipients may not be bound by the Privacy Act. By providing Triathlon WA with personal information you consent to us disclosing your personal information overseas. If you do not want Triathlon WA to disclose your personal information overseas you may withdraw your consent by advising our Administration Officer in writing.

Cookies

Triathlon WA may use “cookies” to personalise and simplify your access to and use of our website. Cookies are small pieces of information sent by a web server and stored by your browser on your computer’s hard drive so it can later be read back from that browser. This allows your browser to remember some specific information and may enhance your user experience of the website.

MARKETING INFORMATION

TWA may also use your personal information for the purposes of direct marketing in relation to promotional activities where it is impracticable for us to obtain your prior written consent. However, when TWA does this, we will provide an express option for you to decline receiving any further marketing communications from TWA, via an opt out mechanism. TWA will only send you emails if you have elected to receive such emails or if they are in response to an email we have received from you.

Unless you advise us in writing that you do not want us to do so, TWA may:

1. use your personal information for the purpose of providing you with special offers you may find of interest, important changes to the functionality or content of our website, or information on new products or services to be offered by TWA or our partners and other partners; and/or
2. Provide your details to third parties who we partner with, with the purpose of providing you with offers for products, services and/or benefits.

ACCURATE INFORMATION

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. We recommend that you:

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- let us know if there are any errors in your personal information; and
- keep us up to date with changes to personal information such as your name or address.

YOU CAN ACCESS YOUR PERSONAL INFORMATION

You have the right to access your personal information. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. Of course, before we provide you with access to your personal information we will require some proof of identity. For most requests, your information will be provided free of charge. However, we may charge a reasonable fee if your request requires substantial effort on our part.

SECURITY

TWA will not disclose any personally identifiable information obtained from you to other parties or for purposes other than those stated above, unless you provide your written consent to us, with the following exceptions:

- where there are grounds to believe that disclosure is required in order to prevent a threat to health or life;
- where TWA suspects that unlawful activity is or has been engaged in, such personal information may be used to investigate the suspected unlawful activity; or
- the use is authorised by law or reasonably necessary to enforce the law.

Information that you provide through various means will be kept safe and secure within TWA.

CONTACT US

At any time, you may also notify us if you do not wish to receive marketing materials or other communications from TWA. Please put this request in writing and send to the address below or telephone TWA on 08 94439778. Should your contact details or address change, please inform us.

Should you require more detailed information on the way in which we handle information about you, or should you be concerned about our treatment of this information, please contact us.

If you have any queries or concerns about your personal information that TWA maintains, or if at any time you wish to lodge a complaint in respect of the handling, use or disclosure of your personal information by TWA, please provide the details of your complaint in writing to our Executive Director by sending an email to admin@wa.triathlon.org.au with the subject line "Attention: Privacy Issue".

Please send the details of your query or concern in writing via Australia Post to:

Executive Director
Triathlon WA
12A/55 Howe Street
Osborne Park
WA, 6017

You can also view the Privacy Commission website on www.privacy.gov.au.