

Protecting Your Privacy

Protecting Your Privacy This Privacy Policy applies to all the products and services offered by Mount Annan Football Club Mustangs Inc (ABN/ACN 58 023 844 584), (we, us, our) and contains important information about the type of personal information we collect, the purposes for which it is used, how it is managed, to whom we disclose it and what measures we take to comply with privacy laws in respect of our websites and our contact centres (contact centre).

This Privacy Policy is governed by the Privacy Act 1988 (Cth) (Privacy Act) and the Privacy Principles contained therein. We are bound by the Privacy Act and are committed to complying with the Privacy Principles. The privacy of your personal information is very important to us.

We may make changes to this Privacy Policy from time to time for any reason. We will publish changes to this Privacy Policy on our websites.

It is important that you read and understand this Privacy Policy.

What personal information we collect

Personal information

The personal information we collect and store about you may include:

- your name;
- contact details (including mobile phone, telephone and email);
- age;
- gender;

and such other information which is relevant and necessary to providing products and deliver services to you or to comply with the law. Sensitive information

Sensitive information

“Sensitive information” is a subcategory of personal information which may include information or opinion about an individual. The sensitive information we collect about you may include:

- health and other medical information,
- lifestyle information that relates to insurance;
- occupational information; and
- criminal history

and such other information which is relevant and necessary to providing products and deliver services to you or to comply with the law.

Why we collect personal information

We collect information about visitors using our online resources. Any information collected is used to provide our products and services and identify online behavioural patterns.

Our online resources include but are not limited to websites and mobile applications “apps”. Information collected by these resources may collect the following information:

- Server address/IPS address
- Date and time of visit to our site
- Pages visited
- Documents downloaded
- The site you visited prior to visiting our website
- The browser you are using to access our resources
- If you have visited our website before
- Tracking user preferences

In addition to the above, our websites and mobile apps may collect location data.

From time to time, we may use data collection devices such as 'cookies' in conjunction with our website. Cookies are commonly used on the internet. They are a small file placed onto a computer by a server. A cookie can later be identified by a server. We may use both 'persistent' and 'session cookies'. This will allow the club to evaluate the cookie information collected to measure the effectiveness of our site. The collection of information that is collected in this way is used in an aggregated form; we do not use it to identify you as an individual.

We may use cookies for various purposes such as,

- To provide you with better and more customised service and a more effective website
- Collecting anonymous statistical information on things such as how many visitors our sites receive, how those visitors use the sites and where they came from.

Most of our online resources use sessions and/or cookies. If you wish, you can configure your browser so it does not accept cookies, but this may affect the functionality of the website.

Collecting personal information from third parties

Where possible, we collect personal information directly from you. However, in some circumstances we may also collect personal information from other sources so that we can provide you with a more personalised service.

We may also collect personal information about someone else from you. Where you provide us with personal information about other people you must have their consent to do this, and to provide it on their behalf. If not, you must tell us.

How we store personal information

We will store your personal information in several ways including:

- In electronic systems and devices;
- In telephone recordings;
- In paper files;
- cloud facilities operated by us (or by third parties on our behalf)

Information Security

We will take reasonable precautions to ensure that the personal information that we have about you is protected against any unlawful use, unauthorised access, modification or disclosure and these precautions include:

- Using appropriate information technology and processes;

- Using computer and network security systems with appropriate firewalls, encryption technology and passwords for the protection of electronic files;
- Securely destroying or “de-identifying” personal information if we no longer require it subject to our legal obligation to keep some information for certain prescribed periods; and
- Restricting access to your personal information to our volunteers and those who perform services for us who need your personal information to do what we have engaged them to do;
- Requesting certain personal information from you when you wish to discuss any issues relating to the products and services, we provide to you.

While we undertake reasonable steps to protect your personal information, no guarantee can be given that information sent over the internet is always 100% secure. Sending and receiving information over the internet is at the user’s own risk, however we will take all reasonable steps to ensure your data security once we receive it.

Disclosure to third parties

The personal information that we collect from you may be disclosed to other parties who are involved with provision of our products and services to you. Such parties include any insurance intermediary involved in the transaction, service providers such as claims assessors, investigators or lawyers (should they be required in the event of a claim).

The information we provide to third parties will be strictly limited to what is required to provide the products and services, where disclosure is required, or authorised by or under law (for example, we may disclose information to government agencies) or where you have requested us to or have consented to the disclosure to a third party.

Access to and accuracy of personal information

You can request access to the personal information we hold about you at any time by contacting us using the Contact Details noted below and we will provide you with that information unless we are prevented by law from giving you that access. If we are unable to provide you with the requested information, we will provide you with a written explanation

Where access is granted to your information, we may charge a reasonable fee for such access and if we do, we will advise you of the fee prior to proceeding with the request.

We take reasonable measures to ensure that the personal information we hold about you is accurate and up to date. Under the Privacy Act, you also have a right to request that we correct information, if you believe your personal information is not accurate and up to date, we would encourage you to inform us by contacting us using the Contact Details noted below. We will promptly update any information that is incorrect and confirm to you when we have done so.

Website Links

This Privacy Policy applies to websites and mobile apps operated by us or on our behalf which we authorise to provide a link to this Privacy Policy.

When you use a link from our websites or mobile apps to which this Privacy Policy applies, to the websites of third parties, we have no control over these third-party websites we may link to. Those third-party websites are not subject to our privacy standards and we take no responsibility for the conduct of these third parties. Always read the privacy and security statements when using other websites.

Complaints

We are committed to resolving any complaints you may have, please contact us at any time by contacting us using the Contact Details noted below.

Our Senior Directors of the MTA will be in contact with you regarding your complaint and will let you know who will be assisting you (in this case normally the secretary of MTA) their contact details and the expected resolution date of your issue with 48 hours. If the issues are more complicated, we may ask you for additional documentation to help resolve the issue. In turn, we will keep you updated on the progress of your complaint.

We will try to answer any question you may have, correct any error on our part or resolve any complaint or concern that you may have about our information handling practices. If we do not resolve a complaint to your satisfaction, you also have the right to complain to the Office of the Australian Information Commissioner (OAIC) using the Contact Details noted below:

Mount Annan Football Club Mustangs Inc	Australian Information Commissioner
Email: secretary@mtannanmustangs.com.au Phone: 0408 844 059 Website: www.mtannanmustangs.com.au	Email: enquiries@oaic.gov.au GPO Box 5218 Sydney NSW 2001 Phone: 1300 363 992 Website: www.oaic.gov.au