



Gold Coast Gymnastics
Club

Privacy Policy

1. Policy Statement

Gold Coast Gymnastics Club Inc. is committed to providing the highest levels of membership service. This includes protecting member's privacy. From 21st December 2001, we will be bound by the new sections of the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of individual's personal information.

The aim of these new laws is to ensure that organisations handle personal information responsibly and provide a consistent approach to its collection, use, disclosure, access and protection. These new laws also give the individual new rights such as access to their personal information and the ability to correct it, if needed.

2. Policy Application

This policy applies wherever the collection of personal information is necessary from Gold Coast Gymnastics Club Inc. members, employees or volunteers.

3. Requirements and Responsibilities

This Policy contains the following important information. The Privacy Act requires us to communicate to all of our members, regarding the use of personal information:

- A. What is personal Information?
- B. How we collect personal information
- C. How we use personal information
- D. When we disclose personal information
- E. Storage and security of personal information
- F. Accuracy of personal information
- G. Access to personal information

This Privacy Policy was created in July 2006. Gold Coast Gymnastics Club Inc. will review its Privacy Policy from time to time with the aim of improving it.

A. What is personal information?

Personal information is information about an individual who can be identified, or whose identity could be reasonably ascertained, from the information.

B. How we collect personal information

To deliver and enhance the services offered by our club, certain personal information is collected. G.C.G.C Inc. collects personal information from members that this is volunteered when they:

- Register to become a club member (ie: athlete, volunteer, administrator, official of an Affiliate Club member)
- Register to become a technical member
- Provide medical information
- Provide custody information
- Enter a Gymnastics event or participation program
- Participate in a Gymnastics course or workshop
- Purchase merchandise from us
- Request information from us
- Provide information to one of our staff
- Participated in one of our surveys

C. How we use personal information

We will only collect information that is necessary for us to carry out our primary purpose of providing services relating to: membership, education, events and merchandise.

Personal information may be used in order to:

- Provide the services required
- Internal accounting and administration
- Regulatory reporting and compliance
- Helping us to identify and inform members about other products or services that may be of benefit.

If we send members any information about services or products they do not require, or they do not want us to disclose personal information to any other organisation (including related organisations) they can advise us accordingly by writing to our Association's office.

If they do not advise us otherwise, they confirm agreement on their own behalf and/or on behalf of others they represent.

If they choose not to provide personal information, we may not be able to provide them with the services required, or the level of service on which we pride ourselves. This includes the provision of membership benefits such as Insurance cover.

D. When we disclose personal information

We disclose personal information to other organisations that we believe is necessary to assist in providing our services. The organisations to which we disclose information include:

- Outsourced service providers who manage the services we provide to members, including:
 - Gymnastics Australia
 - Gymnastics Queensland
 - Insurers
 - Our professional advisors, including our accountants, auditors and lawyers
 - Government and regulatory authorities and other organisations, as required or authorised by law

We limit the use and disclosure of any personal information provided by us to such organisations for the specific purpose for which we supplied it.

When members provide us with personal information about other individuals, we rely on them to have made these individuals aware that they will or may provide their information to us, the purposes we use it for, the types of third parties we disclose it to and how they can access it.

This is extremely important for Club owners providing the personal information of their members

It should also be noted that the contact details provided by an Affiliate Club member on affiliation will also be disclosed when we believe it is necessary to assist in providing our services. This may include disclose to the following:-

- Other Affiliate Club members
- Club membership enquires from the public
- Other organisations for matters specifically related to Gymnastics

E. Storage and security of personal information

Gold Coast Gymnastics Club Inc. stores personal information on a computer database. Member's personal information may be held in both paper file and computer file form. We have implemented measures of a reasonable nature to ensure that all personal information about members is securely stored from misuse, loss and unauthorised handling.

F. Accuracy of personal information

We take reasonable steps to ensure that whenever we collect, use or disclose personal information that it is accurate, complete and up to date.

Gymnasts can update their contact details at any time by sending an email or letter to the attention of Administrations Manager or Head Coach, Goldcoast Gymnastics Club Inc.

G. Correction of personal information

Where the Goldcoast Gymnastics Club Inc. holds personal information about an individual and that individual is able to demonstrate that the information is inaccurate, incomplete or not up to date, Goldcoast Gymnastics Club Inc. will take steps to correct, complete or up date the personal information.

A request for correction must be made by using the Request for Correction form and any personal information will only be changed after the individual has positively identified himself or herself.

It is the responsibility of the gymnast or guardian to make sure that their details are updated should they change.

These forms can be obtained from the administrations office.

H. Access to personal information

Members have a right to access their personal information, subject to some exceptions allowed by law. If a member would like to do so, they can gain access to their personal information by contacting or by writing to the Gold Coast Gymnastics Club Inc. office. Alternatively, they may also advise us at any time about possible breaches of privacy, or inaccurate, incomplete personal information, that may have changed

I. Types of personal information collected.

Goldcoast Gymnastics Club Inc. provides a range of services to gymnasts. As part of this service provision to gymnasts we collect personal information including the following;

- Contact details, names and addresses both residential and e-mail, positions held and or title of individual.
- A record of the services utilized, by gymnasts and the means by which they paid for these services.
- Personal information about a range of contract businesses we deal with in the provision of our services, such as name, position, and the organization worked for and contact details.
- A record of the applications made by job seekers
- A record of both internal and external e-mails as outlined in our e-mail policy. Some of these e-mails may contain personal information.
- A record of the personal details of our contractors and external consultants, including contract and payment details.

J. Implementation of our Privacy Policy

All G.C.G.C Inc. employees, who have access to personal information receive training in GOLDCOAST GYMNASTICS CLUB's Privacy Policy and procedures and the National Privacy Principles and will collect, use, hold, store and disclose any personal information in accordance with the National Privacy Principles and this Policy. Failure to abide by this policy of any employee may result in counselling, disciplinary action, and where a serious breach occurs may include the possible termination of their employment.

K. Audits-Ensuring ongoing compliance

The General Manager/Head Coach has ongoing accountability for the compliance of Goldcoast Gymnastics Club Inc. with this Privacy, our procedures and with the Act. This will involve an annual audit of the acts and practices of the club in respect of the personal information we collect, use, hold, store and disclose and for ensuring ongoing training to

employees to ensure compliance. The General Manager/Head Coach is also responsible ensuring this policy is appropriately amended to take account of any future amendments to the Act.

L. Complaints of interference with Privacy

Any individual who believes that G. C.G.C Inc. may have interfered with their right to privacy as set out in the National Privacy Principles and this Policy can make a complaint to the General Manager/Head Coach by completing a 'Complaint for Breach of Privacy form' and mailing it to:

P. O. Box 1317 Burleigh Heads 4220 or via fax 07 55751725,
Marked "Confidential" and addressed to Phil Hansen, General Manager/
Head Coach, Goldcoast Gymnastics Club.

(See attachment A: Goldcoast Gymnastics Club Complaint for Breach of Privacy)

4. Confidentiality and Reporting

Gold Coast Gymnastics Club Inc. administration responsible for implementing this Policy will keep confidential the names and details relating to complaints, unless disclosure is:

- a) Necessary as part of the disciplinary or corrective process; &
- b) Required by law.



APPENDIX A:

Goldcoast Gymnastics Club Inc. Complaint for Breach of Privacy

This form is to be completed by an individual who has a complaint that “the Business GOLDCOAST GYMNASTICS CLUB INC.” has interfered with their Privacy.

Date _____

Name _____

Contact number _____

Address _____

What capacity have you had a relationship with the club (i.e. Gymnast, Parent, Contractor, consultant, prospective employee.)? _____

In what way do you believe the club has interfered with your Privacy?

(Please include any forms or evidence you may have)

This form must be lodged with the General Manger/Head Coach by mail or hand delivery to:

**To the General Manager
PO Box 1317
Burleigh Heads Qld 4220.**

What will happen now I have made a compliant?

After receipt of a complaint lodged with the General Manager/Head Coach they will investigate the allegation. After the General Manager/Head Coach has conducted an investigation, the General Manager/Head Coach will respond in writing to the individual who has complained with the outcome of the investigation. Should an interference with an individual’s privacy be acknowledged then the General Manager/Head Coach will take steps to rectify the interference. G.C.G.C. Inc. may find that an interference with privacy has not occurred and in these circumstances the complainant will be notified of the reason for this conclusion in writing.

The General Manager/Head Coach will respond in writing as soon as it is practical to do so.

Privacy and your complaint

The personal information requested on this form and any personal information collected as part of an investigation into your complaint is to allow G.C.G.C Inc. to conduct an investigation and make a written response to your complaint. The information is being collected for this purpose and this purpose alone. The information will not be disclosed to any other organization, save as required by law, for the purposes of seeking legal advice, or in the preparation and or defence of any legal claim or action. G.C.G.C. Inc. reserves the right to hold all documents lodged or arising out of or in connection with any complaint of an interference with privacy for the purpose of obtaining legal advice or for demonstrating compliance with the Act, the National Privacy Principles and this Policy.

You are able to gain access to the information contained in this form by contacting the General Manager/Head Coach by completing an access request form. We have sought the minimum detail necessary for us to investigate your complaint and be able to respond to you, failure to provide this information may hamper our attempts to effectively deal with your complaint and may effect the outcome of our investigation or our ability to communicate that outcome to you.

Reviewed 28/02/08