

# GolfWA Privacy Policy

## Approval History

Version	Date	Approved By	Date Effective	Responsible
1.0	14/8/2012	Board	Immediate	Chief Executive

## Distribution

Audience	Access
GolfWA Staff	GolfWA Intranet, GolfWA Policy Manual
Public	GolfWA Website

## Required Reading

- All

## Revision Schedule

Date of Next Review: 14/7/2014

Reviewer/s: Chief Executive, Member Protection Information Officer

## Document History

Version	Date	Author	Description of Changes
1.0	14/8/2012	Russell O'Callaghan (P&AA)	Original
1.1	15/5/20	Gary Thomas	Reviewed. New 3 <sup>rd</sup> and 4 <sup>th</sup> paragraph added under Collecting Your Personal Information to bring up to date.

## Table of Contents

GOLFWA PRIVACY POLICY .....	1
APPROVAL HISTORY .....	1
DISTRIBUTION.....	1
REQUIRED READING .....	1
REVISION SCHEDULE .....	1
DOCUMENT HISTORY .....	1
TABLE OF CONTENTS.....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
INTRODUCTION AND PURPOSE .....	3
SCOPE .....	3
POLICY .....	4
<i>Privacy Statement</i> .....	4
<i>Collecting Your Personal Information</i> .....	4
<i>What If You Do Not Provide The Personal Information We Require?</i> .....	5
<i>How Does GolfWA Secure Your Personal Information?</i> .....	5
<i>To Whom Do We Disclose Your Personal Information?</i> .....	5
<i>Withdrawing Your Consent</i> .....	6
<i>What If You Wish To Access Your Personal Information</i> .....	6
<i>What if you wish to change some of the personal information held?</i> .....	6
<i>What if you wish to lodge a complaint</i> .....	6

## Introduction and Purpose

GolfWA is a non-profit state sporting association appointed as the governing body and promoter of golf in Western Australia.

The administration and development of amateur golf in Western Australia requires the collection and management of personal information for a number of purposes, including membership and event management.

This policy aims to describe the purposes for which personal information is collected, and to answer questions pertaining to how that information is managed with respect to protecting the privacy of individuals.

## Scope

This policy will apply to the collection and management of any personal information by GolfWA or its representatives.

## Policy

### Privacy Statement

Personal information may be collected by GolfWA for the following purposes:

- membership requirements
- constitutional requirements
- event or competition registrations
- volunteer management
- business administration
- communications

Any such information will not be released for any form of commercial gain, unless permission is expressly given to do so, and will be maintained in a secure location either electronic or hard copy.

### Collecting Your Personal Information

GolfWA understands that any individual may have concerns about the privacy and the confidentiality and security of information that GolfWA obtains about them.

Currently privacy or freedom of information legislation is not applicable to GolfWA in Western Australia, however GolfWA is committed to protecting individual privacy and any personal information that it may collect from time to time.

The [Office of the Information Commissioner \(WA\)](#) administers the [Freedom of Information Act 1992 \(WA\)](#) which includes some privacy principles related to the disclosure and amendment of personal information held by Western Australian State and local government agencies.

The [Health and Disability Services Complaints Office](#) is an independent statutory authority that also handles complaints relating to health and disability services in Western Australia.

Your personal information is collected by GolfWA for the purposes of membership requirements, constitutional requirements, event management, volunteer management, business administration and communications.

Details collected may include:

- name
- address
- telephone and facsimile numbers
- email addresses
- gender
- age
- bank or credit card information
- marital status

- golflink numbers
- membership category
- medications
- any other information that GolfWA requires to conduct its operations.

## **What If You Do Not Provide The Personal Information We Require?**

GolfWA only requests information which enables it to conduct its operations.

Failure to provide the information sought by GolfWA may prevent delivery or completion of specific services requested, e.g. competition entry.

## **How Does GolfWA Secure Your Personal Information?**

To prevent any unauthorised access to information, GolfWA has installed computer and network security, including password protection processes.

Only staff authorised by the Chief Executive Officer have access to the data file information.

Personal financial details (e.g. credit card/bank details) are not held electronically by GolfWA. Hard copies are retained for information purposes only, not reuse.

Hard copies of personal information are stored in locked offices, or equivalent off site secured storage areas, until no longer required, after which they are securely destroyed.

## **To Whom Do We Disclose Your Personal Information?**

Any personal information collected by GolfWA will only be used for its intended purpose.

To facilitate GolfWA delivering better services and benefits, personal information collected may be shared with other organisations such as Golf Australia but only on the clear understanding that the organisation also has an appropriate privacy policy in place.

Further, to conduct GolfWA operations, GolfWA occasionally engages independent operators and parties. Accordingly, some of this information may be used or disclosed in part by GolfWA to:

- GolfWA representatives such as coaches, selectors, officials (volunteer or paid) and any other professional advisors engaged by GolfWA
- enable mail contractors to deliver documents and communications to members;
- officers of a government law enforcement agency in connection with the lawful performance of their duty;
- a debt collection agency for financial default purposes;

- send direct mail to members with news of special offers or the availability of new products or services;
- external advisors, including the associations representative body for the purposes of outsourcing the processing and servicing of member cheques and the processing of member credit card payments;

## **Withdrawing Your Consent**

If you do not consent to any of the disclosures above then you can write and advise GolfWA at its office address or contact GolfWA by telephone on (08) 9367 2490 or via e-mail [admin@golfwa.org.au](mailto:admin@golfwa.org.au). GolfWA will then ensure that your personal information is not used for this purpose. This exemption cannot apply where GolfWA is required by law to provide such disclosure.

If you do not object to the uses or disclosures as stated above, GolfWA will accept this as having received your express consent.

## **What If You Wish To Access Your Personal Information**

Anyone may, upon written request, access their personal information GolfWA has obtained from membership application forms and the related product or service forms (e.g. competition entries) that it currently holds. To the extent possible, GolfWA will let you access your personal information. However, there are times where the organisation is not in position to do so (e.g. where it would be unlawful to do so). If GolfWA denies you access to this information, GolfWA will notify you of this refusal and the basis for it.

To cover administration costs of providing access to personal information a charge may be applied. If so it is \$100 for data on an individual, \$50 for data on an affiliated member.

To arrange access, please ask for details at the GolfWA head office on (08) 9367 2490.

## **What if you wish to change some of the personal information held?**

GolfWA endeavours to ensure that the association's register and any personal information held is accurate, complete and up-to-date.

Where you believe that personal information held by GolfWA is not accurate, complete or up-to-date, then you may advise GolfWA and every effort will be made to correct the information.

## **What if you wish to lodge a complaint**

For any purpose associated with privacy matters including the lodgement of a complaint, GolfWA can be contacted at its office on (08) 9367 2490. Your call will be

directed to a Member Protection Information Officer, appointed by us to deal with your enquiry or complaint.

Copies of this privacy policy are available from our office or can be mailed by phoning GolfWA on (08) 9367 2490. This policy is also available on our website [www.golfwa.org.au](http://www.golfwa.org.au).