



CALISTHENICS VICTORIA

**Calisthenics Victoria Incorporated (CVI)
Privacy Policy - V01**

Version Control, Change History and Distribution

Version Control

Document Name:	CVI Privacy Policy
Prepared by:	CVI Good Governance Working Party
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Change History

Amendment Date	Version No.	Page No(s) replaced	Description of change

Distribution:

Introduction

In accordance with reviewing policy and procedures across the organisation the drafted CVI Privacy Policy has been generated to support CVI's ongoing good governance review. Upon review of the leading industry bodies across the community sector both within Victoria (Volunteering Victoria and the Department of Human Services) and nationally (Swimming Australia, Volunteering Australia and the Department of Social Services) please find attached a draft CVI Privacy Policy that outlines our ongoing commitment to members, volunteers and supporters of Calisthenics in Victoria.

CVI Privacy Policy

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1. Context:

Calisthenics Victoria Incorporated (CVI) recognises the importance of protecting the privacy and the rights of individuals and our members in relation to their personal information. This document is CVI's Privacy Policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the Privacy Act 1988 and it is our intention to comply with the Act's requirements in respect of the collection, management and disclosure of your personal information.

2. What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

3. What personal information do we collect and hold?

We may collect the following types of personal information:

- name;
- date of birth;
- mailing or street address;
- email address;
- telephone number;
- image;
- related calisthenic competition results, pupil skills and other related competition information;
- background checks including but not limited to police checks and working with children checks;
- any additional information relating to you that you provide to us directly, or indirectly through our website or online presence, through the CVI office, your club or otherwise; and
- information you provide to us through membership forms, competition forms and/or survey.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about your participation in Calisthenics.

4. How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- Through your access and use of our website or online presence (e.g. Facebook and Instagram);
- During conversations between you and the representative of our organisation;
- When you complete a membership application;
- Register to attend competitions;
- Subscriptions ie. ClubLink, Newsletter's and other CVI communications;
- In the event we advertise volunteer or paid roles through our online database within the VCCA Coaching section; and
- Completion of surveys.

5. We collect, hold, use and disclose your personal information for the following purposes:

- To provide services and relevant information pertaining to your membership and to send communications requested by you;
- To answer enquiries and provide information;
- To assess the performance of the website and social media to improve the operation of the website;
- To conduct business processing functions for example including providing personal information to CVI staff and/or relevant committees;
- For the administration, planning, product or service development, quality control and research purposes of CVI and its committees;
- For the marketing (including direct marketing) purposes of CVI;
- To process and respond appropriately to any complaint made by you; and
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

6. To whom may we disclose your information?

We may disclose your personal information to:

- Our employees, volunteers, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you; and
- Any organisation for any authorised purpose only with your express consent

- Where the use or disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order

Our contractors or service providers may include, without limitation: our website developer, web hosting providers, IT systems administrators, debt collectors, and professional advisors such as accountants, business advisors and solicitors.

7. Direct marketing materials

We may send you direct marketing communications and information about our products and services that could be of interest to you. These communications may be sent in various forms, including mail and email, in accordance with applicable marketing laws, such as the Spam Act 2003. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list. We do not provide your personal information to other organisations for the purposes of direct marketing.

8. How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you) or by provision of an online login so you may keep your own personal details up to date.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

9. What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

10. Will CVI disclose your personal information to anyone outside Australia?

We do not disclose your personal information to anyone located outside of Australia.

11. Security

We will take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you

communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

12. Links

Our website 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.

13. Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact us using the details set out below.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact us at:
Calisthenics Victoria
Unit 6, 104 Ferntree Gully Rd, Oakleigh East, 3166
Tel: 03 9562 6011
Email: admin@calisthenics.asn.au

14. Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on the CVI website.