

PRIVACY POLICY

This Policy sets out how Rowing Australia manages your personal information, as defined under the Privacy Act 1988 (Cth).

As the National Sporting Organisation for the sport of rowing, it is necessary for us to collect personal information from a range of individuals. The kinds of information collected, the manner in which it is gathered and held, and the way that we use information will differ depending on the nature of our relationship with you. For example, whilst we will need to collect sensitive information from members of the Australian Rowing Team so that we can deliver world-class performance services, we do not require and will not collect such sensitive information from club members and other members of the rowing community. This Policy attempts to set out the different information we collect and how we will store and use that information, depending on your relationship with RA.

We understand that collecting and holding personal information bestows a responsibility for RA to manage and use that information properly, and we will only use your information in accordance with this Privacy Policy. All of the information we collect will assist us in administering the sport of rowing nationally and will contribute to achieving our vision of becoming the number one rowing nation in the world.

In this Policy, the expressions 'Rowing Australia', 'we', 'us' and 'our' are references to Rowing Australia Limited ACN 123 080 519.

Rowing Australia may need to change this Policy from time to time. If we do so, we will post the updated version on our website (<http://www.rowingaustralia.com.au/ra-privacy-policy/>), and it will apply to all of your personal information held by us at that time.

THE KINDS OF PERSONAL INFORMATION WE COLLECT AND HOLD

General Purposes – Members of the Rowing Community

We collect and hold personal information from members of the rowing community such as participants, members, coaches, volunteers and spectators to enable us to administer the sport nationally. The information we collect from these members of the rowing community includes name, age, date of birth, place of birth, gender, contact details (including address, email address, phone number and mobile phone number), citizenship status, occupation, job title, spouse, next of kin, emergency contact, RegattaCentral number, ROMS number, Rowing Manager number, rowing club affiliation and rowing history.

Specific Purposes – Financial Relationship, Australian Rowing Team Nominees and Others

In addition, depending on your relationship with RA, we may also collect additional personal information that will allow us to administer additional services that are specific to you. For example, if you have a financial relationship with RA it may be necessary for us to collect and hold your payment details, financial information (such as bank account and credit card numbers), tax file number or Australian Business Number. If you have other particular relationships with RA such as, for example, if you nominate for membership of an Australian Rowing Team, we may need to collect from you other personal information including driver's licence number, Medicare number, private health insurance details, passport number and information about how you purchase and use our products and services.

Sensitive Information

It may also be necessary for some circumstances for Rowing Australia to collect and use an individual's sensitive information. Specifically, this will apply if you are nominating for membership of an Australian Rowing Team and may take the form of information about your health and medical history. It is necessary for us to collect this sensitive information so that we can deliver our high-performance rowing program and to enable us to provide medical assistance where first aid or emergency treatment is required, or otherwise allowed under the Privacy Act. We may also collect health and medical history information when an athlete is unable to compete at or attend an event, trial, camp or other selection requirements because of an injury or illness and seeks concession for extenuating circumstances under the Rowing Australia Selection Policy.

HOW WE COLLECT YOUR PERSONAL INFORMATION

Direct Collection

In most circumstances, we collect your personal information from you directly. For example, we may collect your personal information directly from you when we deal with you in person or over the phone, and when you send us correspondence, including via email. In addition to this, if you nominate for selection to an Australian Rowing Team, we will collect your personal and sensitive information when you complete your nomination form.

Third Parties

Sometimes we may also collect your personal information from a third party. For example, in order to help us deliver services nationally, we might be given personal information by your club, State institute or academy of sport, State rowing association or your representatives. Other times we may need to collect your personal information from commercial partners including Ticketek, PayPal, RegattaCentral, ROMS, Rowing Manager and from publicly available sources of information.

In the case of Australian Rowing Team members and nominees, we might also be given your personal information by our industry partners, which include the Australian Sports Commission, the Australian Institute of Sport, the Australian Olympic Committee, the Australian Paralympic Committee, the Australian Sports Anti-Doping Authority and FISA. We also collect medical information through the Athlete Medical Management System through our network of medical and training providers.

We might be given your personal information by your parent or guardian if you are under 18.

If we get your personal information from a third party, we will take reasonable steps to make sure you know we have it, how we got it and how we will handle it. In all cases, our collection, use and handling of your personal information will be in accordance with the Privacy Act and with this Privacy Policy.

Website

To ensure that our website and communications tools are meeting the needs of the rowing community we may also collect personal information about you when you use our websites or provide you with information through contact mailboxes or through a registration process on our websites. You have several choices regarding your use of Rowing Australia's websites. In general, you are not required to provide personal information when you visit our websites, however, if you apply to receive information about our services and events, purchase merchandise or wish to apply for a job, then provision of certain personal information will generally be required.

Cookies

'Cookies' are small text files placed on your computer when you first visit a website. They are used on Rowing Australia's websites. Cookies are primarily used to enhance your online experience. If you visit our websites to read or download information, much of the information we will collect is statistical only (e.g., the domain from which you accessed the internet, the date and time you accessed our site, and the internet address of the website from which you linked directly to our site) and not personally identifiable. We use such information to make our sites more useful and attractive to you.

Most browsers recognise when a cookie is offered and permit you to refuse or accept it. If you are not sure whether your browser has this capability, you should check with the software manufacturer, your company's technology help desk or your internet service provider. **Where you provide us with personal information about someone else.**

If you provide us with someone else's personal information, you should only do so if you have their authority or consent to provide us with their personal information. You should also take reasonable steps to inform them of this Policy. We will rely on you to inform those individuals that you are providing their personal information to us and to advise them about this Policy.

HOW WE HOLD YOUR PERSONAL INFORMATION

Rowing Australia holds personal information in hard copy and electronic formats. In addition, your personal information may be held by our data hosting and cloud-based information technology service providers in or outside of Australia – for example, data used for entry into national events will utilise RegattaCentral's data storage in the United States. When considering information technology service providers, RA has regard to the data security policies and practices of those providers.

We take reasonable steps to maintain the security of your personal information and to protect it from unauthorised disclosures.

HOW WE USE YOUR PERSONAL INFORMATION

General Purposes – Members of the Rowing Community

Rowing Australia uses the personal information that it collects from members of the rowing community such as participants, members, coaches, volunteers and spectators for a number of purposes which are all related to administering the sport of rowing and providing services to the rowing community. For example, we may use your personal information to verify your identity, to provide products and services to you, to administer and manage the products and services we provide to you (including to charge and bill you for them), including to deliver events, to deliver our participation programs, to comply with RA policies, to develop or evaluate our products and services, to manage our business, and to comply with our legal obligations.

If you do not provide us with the personal information we request or require, then we may not be able to complete or fulfil the purpose for which such information was collected.

We may also use your personal information so that we can promote and market products, services and special offers that we think will be of interest to you and benefit your involvement in the rowing community (which may include products, services and offers provided by a third party). For example, one of RA's sponsors may provide a special offer to rowing members that we think you might like to know about. This marketing may be carried out in a variety of ways (such as by email, SMS, or social media) and, whilst it will not be extensive or unreasonable, it may continue until you opt-out, which you can do at any time. To opt-out, please contact the Rowing Australia Privacy Officer (see 'How to contact us' below for details).

Specific Purposes – Members of the Australian Rowing Team and Others

In addition to the above uses, we may also use personal information of nominees to an Australian Rowing Team for additional purposes relating to that particular relationship including to deliver our high-performance program, to conduct medical assessments and classifications, to select and manage Australian representative teams (and plan for necessary touring arrangements), as well as complying with the RA Athlete Medical Management Policy.

WHEN WE DISCLOSE YOUR PERSONAL INFORMATION

General Purposes – Members of the Rowing Community

We may disclose the personal information that we collect from members of the rowing community (such as participants, members, coaches, volunteers and spectators) to third parties from time to time to ensure that we are able to most effectively administer the sport of rowing and providing services to the rowing community. The types of third parties to whom we may disclose your personal information include your club, State institute or academy of sport, and State member association, as well as our service providers, our professional advisers and our industry partners (such as the Australian Sports Commission, the Australian Institute of Sport, the Australian Olympic Committee, the Australian Paralympic Committee, the Australian Sports Anti-Doping Authority and FISA), and where required by law.

Specific Purposes – Members of the Australian Rowing Team and Others

In addition, depending on your relationship with RA we may also disclose personal information such as your name, age, date of birth, occupation and rowing history on our website in the form of an athlete or coach profile. We may disclose your personal information to our research partners, provided it is de-identified first.

In some cases, the persons and organisations to whom we may disclose your personal information may be based outside Australia. For example, we may disclose your personal information to an event organising body for an overseas event (e.g. FISA in Slovenia, Italy, Switzerland, Germany, France and Brazil for international events). We may also disclose your personal information to airlines based overseas and hotels when planning for necessary touring arrangements. Other examples include regatta management organisations based overseas, such as in the United States.

HOW TO ACCESS OR CORRECT YOUR PERSONAL INFORMATION OR MAKE A COMPLAINT

Accessing Your Personal Information

Any person on whom RA holds personal information may request access to that information at any time. We will need to verify your identity first. Such request must be made in writing to the Rowing Australia Privacy Officer. Please see 'How to contact us' below for details.

Correcting Your Personal Information

If you believe that any personal information Rowing Australia has collected about you is inaccurate, not up-to-date, incomplete, irrelevant or misleading, you should request correction immediately. To do so, please contact the Rowing Australia Privacy Officer, and we will take reasonable steps to correct it in accordance with the requirements of the Privacy Act. Please see 'How to contact us' below for details.

Making a Complaint

If you wish to make a complaint to Rowing Australia about our handling of your personal information, you can contact the Rowing Australia Privacy Officer. Please see 'How to contact us' for details. You will be asked to set out the details of your complaint in writing so that we can investigate it. Rowing Australia will endeavour to resolve all investigations within a reasonable time. We may contact you during the investigation process to seek any further clarification if necessary. We will contact you to inform you of the outcome of the investigation. If you are not satisfied with the outcome of your complaint, you can refer your complaint to the Office of the Australian Information Commissioner.

HOW TO CONTACT US

If you have a query in relation to this Policy or you would like to access or correct your personal information or to make a complaint about Rowing Australia's handling of your personal information, please contact Rowing Australia as follows:

The Rowing Australia Privacy Officer
Rowing Australia Limited
21 Alexandrina Drive
YARRALUMLA ACT 2600

P +61 2 6100 1115

E dmanogram@rowingaustralia.com.au