



Last Approval Date: 01 December 2021

Review date: 01 December 2022

## PURPOSE AND OBJECTIVES

The purpose of this policy is to outline Redland Cricket Inc (RCI) policy and strategies, with regard to ensuring compliance with the *Information Privacy Act 2009 (Qld)* and other applicable legislation. RCI is committed to upholding privacy and ensuring the confidentiality and security of information collected and held for RCI staff, members and relevant third parties.

RCI respects the privacy of all its' staff, members and stakeholders and is committed to protecting personal information. This document sets out our policy on how we manage personal information.

This policy is based on the following principles:

- RCI supports responsible and transparent handling of personal information; and
- RCI respects an individual's right to know how his or her personal information will be collected, used, disclosed, stored and disposed of.

## DEFINITIONS, TERMS, ACRONYMS

**Personal information** - information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine a person's identity. Examples of personal information include name, postal address, telephone number and email address. It may include visual information, such as photographs of people.

**Privacy complaint** - a complaint by an individual about an act or practice of RCI in relation to the individual's personal information that is a breach of RCI's obligations under the *Information Privacy Act 2009*.

## HOW RCI COLLECTS PERSONAL INFORMATION

RCI will collect personal information about its staff, members and stakeholders (where appropriate) in a number of ways, including:

- Directly, for example, when information is provided to RCI by phone, email, in an application form or via our website; and
- From third parties, such as mycricket, Qld Cricket and Cricket Australia.

The personal information collected (typically as a part of the registration process) and held may include:

- name, address, email address, age, gender, occupation, contact information;

- information about your favourite BBL club;
- information about dealings with Cricket Australia subscriptions for Cricket Australia services;
- details of cricket programs you have participated in and the organisations you have participated with;
- background checks including working with children checked if you apply for employment, coaching and volunteer positions; and
- other information provided voluntarily by you, for example in response to surveys.

## HOW RCI USES PERSONAL INFORMATION

RCI will typically use personal information collected for the primary purpose for which it was collected, i.e. club membership. Secondary purposes, which are related to the primary purpose, may also be applicable, such as:

- Verify your identity;
- Develop, run, administer and market programs, activities and other Events relating to cricket and the club;
- Market products, services, merchandise and special offers made available by us, Qld Cricket, Cricket Australia, or our respective corporate partners and sponsors;
- Administer and manage our website;
- Administer and manage our mycricket database and functions;
- Adhere to reporting requirements from Queensland Cricket and Cricket Australia;
- Keep you informed of news and information;
- Research and develop new programs, activities and other events relating to cricket; and
- Research and develop new products, services and merchandise relating to cricket.

Anyone not wishing to receive communications in relation to anything outside their primary purpose should contact us, [admin@redlandscricket.com.au](mailto:admin@redlandscricket.com.au)

## HEALTH AND SENSITIVE INFORMATION

In some circumstances we may collect:

- Information about health; or
- Other sensitive information.

We may use health information to ensure that cricket programs in which a member participates are run safely and in accordance with any special health needs and for insurance purposes.

## **DISCLOSURE OF PERSONAL INFORMATION**

We may disclose personal information to:

- Queensland Cricket and/or Cricket Australia, either directly or via mycricket;
- Redlands Sporting Club, in accordance with our affiliation agreement;
- Our professional advisers, including our accountants, auditors and lawyers; and
- Our insurers

## **OUR WEBSITE**

The RCI website may record certain information about a user (such as which web pages you visit and the time and date of your visit). We use this information to help analyse and improve the performance of our website.

In addition, we may use “cookies” on our website. Cookies are small text files that help a website to remember preferences and improve the experience of using that website. In some cases, the cookies that we use may collect some personal information. RCI will treat this information in the same way as other personal information collected.

We may also collect Internet Protocol (IP) addresses relating to when a person accesses and uses the website. IP addresses are assigned to computers on the internet to uniquely identify them within the global network of computers which makes up the internet. We may collect and manage IP addresses for internet session management and security purposes.

## **ACCURACY OF YOUR PERSONAL INFORMATION**

RCI will take all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up-to-date.

However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately ([admin@redlandscricket.com.au](mailto:admin@redlandscricket.com.au)) and we will take reasonable steps to ensure that it is corrected.

## **ACCESS TO THE PERSONAL INFORMATION HELD**

Subject to some exceptions provided by law, you have the right to access your personal information.

For security purposes, if you would like to access personal information that we hold about you, we require you to put your request in writing to [admin@redlandscricket.com.au](mailto:admin@redlandscricket.com.au)

## **COMPLAINTS**

RCI takes all privacy complaints seriously will investigate all complaints in a confidential manner. Complainants will be informed of the outcome of the investigation within a reasonable period of time. If you would like to make a complaint, please do so in writing, to [admin@redlandscricket.com.au](mailto:admin@redlandscricket.com.au)