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# PRIVACY POLICY

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The protection of personal information is important to Lacrosse South Australia (LSA). LSA is committed to respecting individual's privacy and the protection of personal information. This document outlines out how LSA may collect, hold and use personal information. By providing your personal information to LSA (either directly or through an affiliated organisation), you consent to its use, storage and disclosure in accordance with this Privacy Policy.

LSA collects personal information in order to properly and efficiently carry out its functions, including the provision of products and services requested by you, and to facilitate the provision of marketing and promotion services that may be of interest to you.

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## I. PERSONAL INFORMATION WE COLLECT

- a) The personal information we generally collect about you will depend on the primary purpose for which such information was collected. We may collect and hold various kinds of information about you in connection with our legitimate functions and activities, including:
1. 'contact information', such as your name, phone numbers, mobile numbers, occupation, postal address details, emergency contact details, email address and social media details;
  2. your date of birth, age, gender, playing information;
  3. details of lacrosse programs that you have participated in and organisations with which you have participated;
  4. copies of communications between you and LSA;
  5. information regarding any outstanding payments owed by you to LSA;
  6. other personal information provided voluntarily by you, for example, information provided in response to surveys or competitions;
  7. payment and credit card details and purchasing preferences, if you apply for membership, purchase goods or services from, or make other payments to, us or our agents, licensees, contractors or payment gateway providers;
  8. details of your academic qualifications, results, professional interests, reference checks, and drivers licence details (if applicable), if you apply for employment or volunteer positions with LSA;
  9. non-personally identifiable information, such as your IP address, browser type, web pages visited etc.;
  10. your lacrosse club, membership history and other related information; and/or
  11. other personal information that is relevant to the conduct of our legitimate activities.
- b) Some of the information that you give to LSA may be required to be given to LSA to enable LSA to assist you. With other information, it may be optional whether you provide it to us. If you do not provide us with some, or all, of the personal information that we request, it may affect our ability to communicate with you. It may also affect our ability to provide products or services to you and it may affect your ability to register for and participate in lacrosse programs or activities conducted by LSA or apply for employment or volunteer positions with us. If it is impracticable for LSA to deal with you in circumstances where you have not provided the information or consents that we have requested, we may decline to do so.
- c) Sensitive information is a subset of personal information that is generally afforded a higher level of privacy protection, such as health information. Sensitive information includes health and genetic information and information about racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices, criminal record and some types of biometric information. We only collect sensitive information where it is reasonably necessary for our functions or activities and where you have either consented to provide that information or we are required or authorised by or under law (including applicable privacy legislation) to do so. We may use health information about you for insurance purposes and/or to ensure that Lacrosse programs in which you participate are run safely and in accordance with any special health needs you may have. We may also use sensitive information in accordance with the requirements of our respective constitutions, rules, regulations, policies and procedures, including for health, medical and anti-doping testing purposes and investigations. For example, we may ask for:
1. details of a disability you may suffer, if you elect to provide that information to allow us to provide you with relevant services and information;
  2. details of your cultural background, nationality, and language(s) spoken, if you elect to provide that information to allow us to provide you with culturally sensitive information and services;
  3. background checks, including reference checks, police checks, working with children checks and completed member protection declarations and related documents if:
    - (i) you apply for, and/or obtain an employment or volunteer position with LSA;
    - (ii) you apply for and/or obtain a Coach or Umpire Accreditation;

- (iii) you are proposing to provide, or provide, certain services to LSA;
- (iv) you apply for and/or obtain accreditation at a lacrosse event.
- (v) you are a lacrosse player participating in one of our programs or a lacrosse tournament, competition or event; or
- (vi) we otherwise consider it appropriate to obtain background checks in relation to you before entering into contracts, arrangements or understandings with you, or entities related to you; and
- (vii) medical information and emergency contact details. For example, this information may be held about you if you are a lacrosse participant and/or have elected to participate in fitness or sporting activities. Examples may include Medicare number and health insurance details.

## 2. HOW AND WHY DO WE COLLECT PERSONAL INFORMATION?

- a) We collect personal information reasonably necessary to carry out our business of governing and administering the sport of lacrosse in South Australia, including one or more of our functions or activities. You may decide to provide your personal information to LSA for a range of different reasons. By way of example:

1. you may be a lacrosse participant;
2. you may wish to attend a lacrosse activity or event;
3. you may wish to purchase a ticket to a lacrosse event;
4. you may attend a lacrosse event and elect to provide your personal information while at the event;
5. you may wish to receive newsletters from LSA;
6. you may wish to register for an LSA service;
7. you may wish to undertake online learning;
8. you may wish to make an online or other purchase from LSA;
9. you may wish to apply for employment with, or volunteer for, LSA;
10. you may wish to provide services to LSA;
11. you may enter a competition or promotion being conducted by LSA;
12. you may wish to connect with us via social media.

- b) Generally, we will collect personal information directly from you. Personal information can be directly collected by us in a number of ways and through a number of mediums (including through forms, Online Systems (as defined in clause 16 below) and other electronic or paper correspondence). By way of example, personal information can be collected:

1. when you provide your personal information, or agree to your personal information being provided, to us via one of our Online Systems, including [www.lacrossesa.com.au](http://www.lacrossesa.com.au), or other websites managed by LSA;
2. when you enter your personal information, or agree to your personal information being entered, into one of our Online Systems, including, online learning services;
3. when you email LSA or contact us by telephone or mail;
4. when you engage with LSA via social media;
5. when you elect to receive lacrosse-related newsletters or other information;
6. when you enter a competition that is being conducted by LSA or on our behalf;
7. when you purchase equipment or merchandise from us or our authorised agents or licensees;
8. when you purchase other products or services from us or our authorised agents or licensees;
9. when you provide us with information in an application or consent form, survey, feedback form or incident report.

- c) For the purposes of this Privacy Policy, the term “Online Systems” includes but is not limited to:

1. a computer or device connected to a network (such as the internet) and ready to use (or be used by) other computers or devices;

2. any database, file, or webpage available for downloading or reading;
  3. services such as ticket reservation systems, participation registration and competition management, online learning, or capability such as online help, available directly through a computer system or under its direct control;
  4. digitised content that can be transmitted over the internet or computer networks (which can include text, audio, video, and graphics); and
  5. websites and applications that enable users to create and share content or to participate in social networking.
- d) We may also collect and use personal information that is given to us by another Lacrosse Organisation or a third party in the course of its business, if that collection is reasonably necessary for our, or the third party's, legitimate functions or activities. Examples of such third parties could include:
1. lacrosse Clubs which are members of, or affiliated to LSA; State Associations and affiliated clubs which are members of or affiliated to State Associations;
  2. Australian Lacrosse Association
  3. World Lacrosse;
  4. the Australian Institute of Sport;
  5. the Australian Olympic Committee;
  6. non-affiliated lacrosse organisations;
  7. schools and community groups that participate in our programs;
  8. your nominated referees in the case of our recruitment activities;
  9. the Australian Sports Commission (Sport Australia);
  10. Sport Integrity Australia;
  11. Commonwealth Games Australia;
  12. the Australian Sports Foundation;
  13. ticketing agents and providers and event organisers, when you purchase tickets to a lacrosse event;
  14. vendors, when you purchase lacrosse related goods or services;
  15. payment gateway service providers;
  16. our commercial partners, sponsors, licensees, broadcasters and suppliers; and
  17. Law enforcement bodies.
- e) We may also receive information about you from third parties in relation to other websites. For example, you may choose to participate in a third party application or feature as part of our services (such as logging in through Facebook Connect or Google+ or otherwise linking to the services from another website or interactive service) or on a third party website or service (such as a Facebook application or similar application or feature) through which you allow us to collect (or the third party to share) information about you, including personal information.

The information we collect is subject to this Privacy Policy, however, the information collected and stored by a third party remains subject to the third party's privacy policies and practices, including whether the third party continues to share information with us or with other third parties, the types of information shared, and your choices with regard to what is visible to others on that third party's website or service.

- f) We may, at times, collect information on publicly maintained records, if that collection is reasonably necessary for our legitimate functions or activities.

### 3. HOW DO WE COLLECT PERSONAL INFORMATION FROM CHILDREN?

- a) We may collect personal information regarding a child under 18 years of age and certain other persons from a parent, legal guardian or 'responsible person'. Please do not provide personal information to us about a child or another person unless you are authorised to do so by law.

## 4. FOR WHAT PURPOSES CAN WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION

- a) We may collect, hold, use and disclose your personal information for the primary purpose for which it was collected and, in certain circumstances, for a secondary purpose related to the primary purpose, including:
1. to verify your identity and reduce the likelihood of duplications in our Online Systems;
  2. to complete and retain background checks;
  3. to provide you with products or services you have requested, including information about tickets, merchandise and special offers, or which we reasonably believe may be of interest to you;
  4. to provide you with information about relevant activities and opportunities and keep you informed of news and information (such as advance notice of ticket sales) relating to lacrosse and other sports, including by distributing newsletters, publications and other communications via various mediums;
  5. to assist other Lacrosse Organisations;
  6. to research, develop, run, administer and market existing and new competitions, programs, activities and other events;
  7. to share relevant player information with relevant sporting bodies such as the Australian Lacrosse Association, World Lacrosse, Australian Olympic Committee, Commonwealth Games Australia, the Sport Integrity Australia, the Australian Sports Commission (Sport Australia), the Australian Institute of Sport, State/Territory Institutes/Academies of Sports and other relevant bodies;
  8. to organise medical treatment for players;
  9. to administer, manage and improve our Online Systems, to provide you with access to, and the functionality of, our Online Systems and to allow you to participate in the interactive features of our Online Systems including online learning platform and accreditation course administration;
  10. collect statistics on your use of our social media channels;
  11. to manage your relationship with LSA;
  12. to disclose to other Australian Lacrosse Organisations relevant information regarding your financial standing with us, including whether or not you are a financial member;
  13. to disclose to our professional advisors, including accountants, auditors and lawyers, or insurers or insurance brokers, when considered necessary or appropriate;
  14. to disclose to third party service providers we engage to carry out functions or activities on our behalf, including payment processing and authorisation, fraud protection and credit risk reduction, product customisation, order fulfilment and shipping, marketing and promotional material distribution, website evaluation, data analysis and, where applicable, data cleansing;
  15. to assist law enforcement bodies, when considered necessary or appropriate;
  16. for direct marketing communications from us in relation to products, services, event tickets, merchandise, fundraising and special offers made available by us or our respective corporate partners, licensees, sponsors, suppliers and broadcasters (who may, at times, be outside Australia), where you have consented to receive such communications or would reasonably expect to receive such communications, and have not requested to cease receiving such communications. You will be able to opt- out of direct marketing at any time, if you so choose, by utilising the unsubscribe feature on electronic marketing communications or, in the case of other direct marketing materials, by contacting us using the contact details specified in section 11 of this Privacy Policy.
  17. where permitted by us and applicable privacy laws, to enable third party corporate partners, licensees, sponsors, suppliers and broadcasters who have a relationship with us (and who may, at times, be outside Australia), to market and promote their products and services to you where you have consented to receive such communications and have not requested to cease receiving such communications. You will be able to opt-out of direct marketing at any time, if you so choose, by utilising the unsubscribe feature on electronic marketing communications or, in the case of other direct marketing materials, by contacting us using the contact details specified in section 11 of this Privacy Policy ;
  18. to contact and interact with you via direct mail, email, telephone, SMS, MMS messages, the internet and social media; and
  19. for any purpose that is reasonably apparent at the time your personal information is collected from you.

Wherever practicable, we will inform you more specifically of the primary purpose of a collection as part of our collection statement, which will be made available to you at the time of the collection.

- b) It is important that you understand and accept that Lacrosse National Database, the Online System that publishes results, statistics, ladders and competition management for lacrosse competitions in Australia, is a public portal and that the following information concerning individual players is publicly available and/or fully searchable:
  - 1. first name and last name;
  - 2. participating clubs, associations and competitions;
  - 3. grade, season, round, date and match details;
  - 4. fixtures, including dates, times, venues and opponents; and
  - 5. playing statistics.

## 5. HOW DO WE HOLD PERSONAL INFORMATION?

- a) We store information in a number of secure databases (including trusted third party storage providers), paper-based files or other electronic record keeping methods. Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.
- b) The security of personal information is important to us and we use physical security and other measures to ensure that personal information is protected from misuse, interference and loss, and from unauthorised access, modification and disclosure. Personal information held in paper-based form is generally securely stored at our respective place of work or, in the case of archived records, at external storage facilities in Australia.
- c) We maintain computer and network security by using passwords to control access to our Online Systems.
- d) When considering new initiatives and projects, we always ensure that privacy considerations are taken into account.
- e) We do not hold or store any credit card details for service purchased.

## 6. HOW TO CORRECT AND ACCESS PERSONAL INFORMATION

- a) Under the Privacy Act, individuals have a right to complete access to their records. You may request (by contacting the relevant Australian Lacrosse Organisation) that we confirm whether we hold any personal information about you and, where applicable, request that we provide you with a copy of your personal information. You will be required to provide proof of identity to obtain access to your personal information. In most situations, we will make available to you any personal information we hold about you. We will not charge you for lodging a request to access your personal information, but we may charge you for the reasonable costs incurred by us in providing you with access to your information.
- b) In certain circumstances, we may not be able to provide you with access to your personal information, for example, where:
  - 1. access would have an unreasonable impact on the privacy of others;
  - 2. we are required by a law enforcement agency to withhold the information;
  - 3. the information may affect current legal proceedings; or
  - 4. the information may affect the health or safety of another individual.
- c) We take all reasonable precautions to ensure the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide. You are encouraged to regularly

review and update your personal information, including your contact details. If there are any errors in your personal information and you provided your personal information to us via an Online System, you can correct or update your personal information in that Online System at any time by logging in and submitting the updated information. Alternatively, you can contact the relevant Australian Lacrosse Organisation to request that they correct or update the personal information they hold about you.

- d) If you ask us to correct personal information that we hold about you, or if we are satisfied that the personal information that we hold is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

## 7. NOTIFIABLE DATA BREACHES SCHEME

- a) In the event of any loss, or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, in accordance with our obligations under the Notifiable Data Breaches Scheme, we will investigate and notify you and the Australian Information Commissioner as soon as practicable of becoming aware of the loss, or unauthorised access or disclosure, in accordance with the Privacy Act. When notifying you and the Australian Information Commissioner, we will outline the steps that will be undertaken in response to the breach. A review of the breach will be undertaken and actions implemented to prevent a future breach.

## 8. HOW TO MAKE A COMPLAINT

- a) If you wish to complain about our collection, use or disclosure of your personal information or believe that we have breached this Privacy Policy, or any of the APPs in the Privacy Act, then you should make a complaint to the LSA Executive Officer. You should address your complaint in writing including as much detail as you can about the personal information affected, and the circumstances that you believe amount to a breach of this Privacy Policy or the APPs. Depending on the nature and subject matter of the complaint, we may refer your correspondence to the relevant Australian Lacrosse Organisation.
- b) We will undertake an internal investigation and may contact you if we need to obtain any further information in relation to your complaint. We will generally provide a written response to your complaint within 30 days. The response will set out the results of our investigation, including whether we agree that a breach of this Privacy Policy or the APPs has occurred.
- c) If you are unhappy with our response to your complaint, you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC). Details of how to contact the OAIC are provided on its website at [www.oaic.gov.au](http://www.oaic.gov.au).

## 9. WHO TO CONTACT ABOUT PRIVACY MATTERS

- a) LSA is responsible for protecting the personal information that it holds about you in accordance with this Privacy Policy. If you would like to access the personal information we hold about you, or if you have any questions in relation to this Privacy Policy, or if you have a complaint, you should contact us via email: [office@lacrossesa.com.au](mailto:office@lacrossesa.com.au).