



## Privacy Policy

### Adopted at Board Meeting

### 21 December 2015

#### **Important Notes**

The template used in this document has been created by Football NSW Limited (ACN 003 215 923) (**FNSW**) as a guide to assist Associations to comply with the *Privacy Act 1988* (Cth).

While all due care has been taken in the preparation of this document, FNSW assumes no responsibility and will not be liable to any person for any loss, damage, or expense caused by decision making, reliance or distribution to any third party of the information in this document to the extent permissible by law.

---

# Canterbury & District Soccer Football Association Inc

## Privacy Policy

### 1. Canterbury & District Soccer Football Association Inc (CDSFA)

---

Canterbury & District Soccer Football Association Inc (ACN 17 086 270 609) of 42 Arthur Street, Ashfield, NSW 2131 (**Association**) is a member association of Football NSW Limited (**FNSW**), the peak governing body for Association Football and Futsal in the State of New South Wales (with the exception of the northern regions of New South Wales, the governing body for which is Northern New South Wales Football). The Association (referred to in this Policy as **we**, **us** and **Association**) is committed to managing your information in a secure and responsible manner and in accordance with the Privacy Act 1988 (Cth). This Policy sets out the way in which the Association collects, uses and discloses personal information and also explains your rights and how to contact us.

### 2. Your Personal Information

---

- 2.1 In the course of its operations, the Association may collect, use and disclose the personal information of players, referees, club and team officials, coaches, ticketholders, administrators, participants and other individuals for the purpose of governing and administering the sport of football and futsal in the region of New South Wales in respect of which the Association has jurisdiction and as further described in the remainder of this Policy. In each case, the precise nature of the collection, use and disclosure of personal information by the Association depends on the services you request and receive from, and your interaction with, the Association.
- 2.2 The types of personal information held by the Association may include your name, address, phone numbers, email address, date of birth, gender, occupation, educational institution, educational qualifications, coaching and refereeing qualifications, employment history, disciplinary history, driver's licence, birth certificate, visa information and social media details. Depending on the services you receive from the Association, the Association may also collect and hold details about your participation history, membership history and credit card information, and details of the items ordered or purchased from the Association.
- 2.3 In certain circumstances, the Association may collect information about your health or other sensitive information about you (for example, information about your racial or ethnic origin or information about your physical health). The Association may use health information about you to ensure that football programs in which you participate are run safely and in accordance with any special health needs you may have and for insurance purposes. The Association may also use health information as required by the FFA Statutes, including medical and anti-doping testing and investigations.

- 
- 2.4 When you provide the Association with personal information, this Policy will apply to the manner in which the information is collected, used, disclosed and stored by the Association. If you chose not to provide certain personal information, the Association may not be able to communicate with you. It may also affect the Association's ability to provide you with the products and services you require. For example, you may not be able to participate in some of the activities on the Association's websites (including <http://www.footballcanterbury.com.au> and any related websites which link directly to this Policy (collectively, the **Association Sites**) if you do not provide certain personal information.

### 3. Collecting Your Personal Information

---

- 3.1 Personal information about you may be collected by the Association from you or from a third party. The Association uses forms, online portals and other electronic or paper correspondence to collect this information.
- 3.2 For example, the Association may collect personal information from you:
- (a) via the Association Sites;
  - (b) when you provide it to the Association by filling in forms approved by the Association from time to time (including when you register to play football or register for a coaching or refereeing course);
  - (c) when you contact the Association;
  - (d) when you engage with the Association via social media;
  - (e) when you subscribe to receive Association related newsletters or other information;
  - (f) when you enter a competition that involves, or is being conducted by, or on behalf of, the Association; or
  - (g) when you lodge a claim or complaint with the Association.
- 3.3 The Association may also collect personal information about you from third parties, including:
- (a) ticketing agents and event organisers, when you purchase tickets to a football related event;
  - (b) third party vendors, when you purchase Association related merchandise;
  - (c) the Association's corporate partners, licensees, sponsors and suppliers (**Association Partners**);
  - (d) your representatives or agents;

- 
- (e) Football Federation Australia Limited (**FFA**) (including from FFA's MyFootballClub Customer Relationship Management System (**MyFootballClub**)), FNSW, another FFA Member Federation, another association or a branch, club and/or a competition administrator registered with FFA or with FNSW from time to time (**Football Administrators**); and
  - (f) the organisations identified under section 5 (Disclosing Your Personal Information) below.

#### **4. Using Your Personal Information**

---

- 4.1 The Association may use the personal information collected about you in a variety of ways, including:
- (a) to verify your identity;
  - (b) to ensure compliance with the FFA Statutes and the Constitution, by laws, rules, regulations, policies, procedures and other governing documents of FNSW and the Association;
  - (c) to organise, conduct and promote football competitions, matches, tournaments, programs and other events (including for the purpose of distributing newsletters, providing information and making ticket offers) and to meet any other objectives stated in the Association's Constitution;
  - (d) to process the registration of individuals to participate in football competitions, tournaments, matches, programs and other events, as a player, official or otherwise;
  - (e) to develop programs, activities, events, products, services and merchandise relating to football and the Association;
  - (f) to provide you with information about the Association's products and services, including information about tickets, merchandise and special offers, or which we reasonably believe may be of interest you, some of which may be provided by, or in conjunction with, FFA, government agencies, FNSW, Association Partners or Football Administrators (both commercial and not-for-profit);
  - (g) to investigate and take action in connection with any disciplinary, dispute or grievance processes mandated under FFA Statutes or the Constitution, by laws, rules, regulations, policies, procedures or other governing documents of FNSW or the Association;
  - (h) to satisfy our obligations under the *Corporations Act 2001* (Cth) and otherwise at law;
  - (i) to carry out market research and surveys;
  - (j) to maintain participation and service/benefit records, data and statistics, including for archive and historical purposes;

- 
- (k) to contact you if you win a prize in a competition you have entered and to send the prize to you; and
  - (l) any use that is reasonably apparent at the time the information is collected.

4.2 The Association may also use the personal information collected about you:

- (a) to administer, manage and improve the Association Sites and to provide you with access to those Association Sites;
- (b) to ensure that content from the Association Sites is presented in the most effective manner for you and for your computer;
- (c) to allow you to participate in interactive features of an Association Site, when you choose to do so;
- (d) for direct marketing communications from the Association in relation to products, services, tickets, merchandise and special offers made available by the Association or Association Partners. 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 the Association Privacy Officer, in accordance with section 10 below;
- (e) where permitted by the Association, to enable Association Partners, who have a relationship with the Association, to market and promote their products and services to you. 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 the Association Privacy Officer in accordance with section 10 below; and
- (f) any use that is reasonably apparent at the time the information is collected.

## **5. Disclosing Your Personal Information**

---

5.1 The Association may also share your personal information with third parties in relation to the operation of the Association's functions including:

- (a) the Association's related bodies corporate;
- (b) Football Administrators and any body established by the Association, FNSW or FFA to deal with disciplinary, dispute or grievance proceedings;
- (c) Federation Internationale de Football Association (**FIFA**) and its members, including the Asian Football Confederation (**AFC**);
- (d) the Australian Sports Anti-Doping Authority, Court of Arbitration for Sport, Australian Institute of Sport and/or Australian Olympic Committee;
- (e) third party service providers, such as ticketing agents, venue operators, event organisers, IT providers and social media websites;
- (f) health providers or professionals;

- 
- (g) the Association's insurers;
  - (h) the Association's professional advisors, including our accountants, auditors and lawyers;
  - (i) as required or authorised by law or where we have a public duty to do so, including for purposes of safety and security;
  - (j) where you have consented to your personal information being disclosed to others;
  - (k) NSW Office of the Children's Guardian;
  - (l) NSW Department of Sport and Recreation; and
  - (m) NSW Department of Family and Community Services.

5.2 If you receive a product or service from, or your information is otherwise collected by, a third party, such as an Association Partner or Football Administrator, the relevant third party may have a separate privacy policy which applies to their collection, use and disclosure of your personal information. You should refer to that privacy policy for further details about how the relevant third party may collect, process, use, store and disclose your information and how you can contact the relevant third party if you have any queries, or wish to make a complaint, about their handling of your personal information.

## **6. Association Sites, Cookies and Other Technologies**

---

6.1 If you visit an Association Site, the Association may record information such as your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, the Association Site pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes, including identifying usage trends, to track users' movements around the Association Sites and to gather demographic information about the Association users collectively.

6.2 Like many other websites, the Association Sites may use 'cookies' from time to time. A cookie is a piece of information that allows us to identify and interact more effectively with your device. The cookie helps the Association to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser software to reject cookies however some parts of the Association Sites may not have full functionality in that case.

- 
- 6.3 In some cases the Association and its third party service providers may use cookies and other technologies such as web beacons and JavaScript on an Association Site in connection with online services like banner advertising, website analytics and surveys to collect information about your use of an Association Site. The use of these technologies allows the Association and its third party service providers to evaluate a user's use of an Association Site, deliver customised advertising content, measure the effectiveness of the advertising and provide other services relating to website activity and internet usage. The services we may use from time to time include Google Analytics, Nielsen, AdTech, Omniture and Facebook. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct.
- 6.4 When we send you emails or other electronic messages, the Association may record where you open the message and click on particular links. This helps us to better understand what information is of interest to you.

## **7. Protecting Your Personal Information**

---

- 7.1 The Association takes the security of personal information seriously. The Association has appointed a Privacy Officer to oversee the Association's management of personal information in accordance with this Policy and the *Privacy Act 1988* (Cth).
- 7.2 The Association takes reasonable steps to protect the security and privacy of your personal information. The Association has directed its staff that personal information must be dealt with in accordance with this Policy and kept secure from unauthorised access or disclosure.
- 7.3 If you are considering sending us any other personal information through an Association Site or other electronic means, please be aware that the information may be insecure in transit, particularly where no encryption is used (e.g. email, standard HTTP). Any transmission is therefore at your own risk. Once the Association has received your personal information, the Association will take reasonable steps to protect all personal information within its direct control from unauthorised access.
- 7.4 Where the Association has given you (or where you have chosen) a password which enables you to access certain parts of an Association Site, you are responsible for keeping this password confidential. The Association suggests that you do not share the password with anyone and to change it regularly.

## **8. Disclosing Your Personal Information Abroad**

---

- 
- 8.1 The Association will store personal information on data servers that are controlled by the Association and are located within the geographical borders of Australia where reasonably possible. However, in some circumstances the personal information that the Association collects may be disclosed to certain recipients, and stored at certain destinations, located outside Australia from time to time. For example, your personal information may be transferred outside of Australia if any of the Association's servers from time to time are located outside Australia, or if one of the Association's service providers or suppliers is located in a country outside Australia, or for disciplinary purposes, or in relation to international transfer certificates, passports, training compensation, mediation, arbitration or similar matters. As at the date of this Policy, the Association utilises service providers and suppliers in [n/a]. The Association may also disclose your personal information outside of Australia in accordance with section 5 (Disclosing Your Personal Information), including to facilitate the registration of a player by a foreign governing body.
- 8.2 In all cases, by providing your personal information to us or using our services, you consent to the disclosure of your personal information outside Australia as set out in this Policy, and acknowledge that the Association is not required to ensure that overseas recipients handle your personal information in compliance with Australian privacy law. However, where practicable in the circumstances, the Association will take reasonable steps to ensure that overseas recipients only use and disclose such personal information in a manner which is consistent with this Policy. You may have rights to enforce such parties' compliance with applicable data protection laws, but it is possible that you will not have recourse against those parties under the *Privacy Act 1988* (Cth) in relation to how those parties treat your personal information.

## **9. Access to and Correction of Your Personal Information**

---

- 9.1 The Association takes all reasonable precautions to ensure the personal information that the Association collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide. The Association recommends that you let us know if there are any errors in your personal information and keep us up-to-date with changes to your personal information such as your contact details.
- 9.2 You have the right to access the personal information we hold about you, and can request the correction of your personal data if it is inaccurate, incomplete or out of date. If you would like to do so, please contact the Association Privacy Officer to submit an enquiry to access or update the personal information the Association holds about you.

## **10. Opting Out of Direct Marketing Communications**

---

You can opt out of receiving further messages or communications from the Association at any time by following the unsubscribe instructions in the message sent to you. If you wish to unsubscribe from communications that the Association sends to you, you can also send an email to the Association Privacy Officer.

---



---

## **11. Changes To This Policy**

We may modify, alter or otherwise update this Policy at any time by publishing the new version of the Policy on the Association Sites. We will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact the Association Privacy Officer using the details below.

## **12. Contacting the Association Privacy Officer and Making Complaints**

- 12.1 You may contact the Association Privacy Officer via email at [ceo@footballcanterbury.com.au](mailto:ceo@footballcanterbury.com.au) or The Association Privacy Officer - CEO at CDSFA at 42 Arthur Street, Ashfield NSW 2131.
- 12.2 You may complain about our collection, use or disclosure of your personal information by contacting the Association Privacy Officer using the contact details above with your full name and contact details, together with a detailed description of the complaint. We will respond to your complaint within a reasonable period of time and inform you of the next steps we will take in dealing with your complaint. If we are unable to resolve your complaint, we will inform you of the steps available to you in those circumstances.