

JIMBOOMBA TENNIS CLUB. INC.

PRIVACY POLICY (Version 1: Feb 2007)

1. Rationale

The JTC is committed to protecting the privacy of its members and non-members by ensuring that the security of personal information is maintained within the organisation. The JTC endorses the National Privacy Principles (set out in amendments to the Privacy Act 1988 which came into being on 21st December 2001)

and has adopted them in its management of personal information. The Privacy Act covers the collection, use, disclosure, quality and security of personal information and gives individuals the right to access and correct their information.

Under the Privacy Act, personal information means information or opinion, true or false, whether recorded in a material form or not, about an individual whose identity can be reasonably ascertained from that information or opinion.

2. Statement of Purpose

To ensure that all JTC members and non members have their privacy rights protected and to assist members and non-members in understanding:

- **What** personal information is collected by the JTC, and how is it collected.
- **How** and **why** members' and non-members' personal information is used and maintained by the JTC.
- **How** personal information is disclosed by the JTC.

3. Implementation Procedures

To ensure that all JTC members and non-members have access to the JTC privacy policy via a privacy statement, which includes information about how to access our privacy policy. The following privacy statement will be included on the membership application form, professional development enrolment forms, order forms, mailing carrier sheets, email messages and other forms as determined.

The JTC is committed to protecting the privacy of our members and non-members and to ensuring that the security of personal information is maintained within the organisation. If you would like a copy of our privacy policy, please contact the Secretary of the Jimboomba Tennis Club.

a) What personal information is collected by the JTC and how is it collected?

- We receive information, which includes names (preferred and previous – if applicable), addresses (including business, home, postal and email), telephone (including work, home and mobile) and facsimile numbers (including work and home), collected from membership renewal or other application forms, professional development enrolment forms, order and booking forms and mailing carrier sheets.

- We receive information when you pay for membership, resources or JTC professional development activities or functions.

- We receive information when you contact us in person or via the telephone, send us a facsimile or e-mail or attend our professional development activities or functions.
- We receive information from referrals and publicly available sources.
- We receive statistical information from browsers when you visit our website including server address, domain name, date and time of visit and pages visited.

b) How and why members' and non-members' personal information is used and maintained by the JTC.

The JTC will collect personal information only by lawful and fair means and not in an unreasonably intrusive way, and we will take reasonable steps to ensure that personal information will be accurate, up-to-date and secure. The personal information collected by the JTC is essential to our organizational activities because it is required for the processing of membership applications and renewals, ordering of resources and participation in JTC professional development activities and functions. We maintain and use this information in written and/or electronic form in order to provide you with information, products and services that will be of personal and/or professional use.

The JTC uses personal information for marketing and sales initiatives connected with resources, professional development activities and functions, considered by the JTC to be of professional benefit to members and nonmembers.

The JTC also uses personal information to forward information considered to be of professional benefit by organisations such as Tennis Queensland

If you tell us that you do not wish us to provide you with information about membership, products, services, or information considered by the JTC to be of professional benefit, we will comply with your request.

c) How we disclose personal information.

The JTC will allow members and non-members the opportunity to access their own personal information if requested, and if two forms of personal identification are provided. As a general rule, the JTC will not use or disclose personal information about an individual or organisation other than for its primary purpose of collection, unless:

- The individual has consented to the use or disclosure; or
- the JTC has reasons to suspect an unlawful activity that has been, or may be engaged in, and may use or disclose this personal information as a necessary part of the investigation of the matter or in reporting its concerns to relevant persons or authority; or
- The use or disclosure is required or authorised by or under law; or
- the JTC reasonably believes that the use of disclosure is necessary for a specified purpose by or on behalf of an enforcement body.

On occasion, the JTC will disclose personal information:

- To organisations that perform services for the JTC in connection with processing requests for products or services.
- To corporate partners and joint venture partners to promote and/or market a service or product considered by the JTC to be of professional benefit to members and non-members. Once an individual or organisation subscribes to a service offered by a corporate partner or joint member

partner, that organisation takes responsibility for the management of any information provided as part of the member transaction.

4. Security of Information

- The JTC will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- The JTC will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed.
- The JTC has set out in this document, its policies of management of personal information and will make this document available to anyone who requests it.

5. Anonymity

Wherever it is lawful and practical, The JTC will allow individuals the option of not identifying themselves when entering into transactions.

6. Complaint Handling

- The JTC will utilise the provisions of the club's appeals policy in dealing with complaints made under this policy.
- Before making a complaint to the Federal Privacy Commissioner, individuals or organisations are requested to attempt to resolve the matter with The JTC, firstly by writing to the JTC, explaining the situation and how the matter could be resolved.
- Give The JTC an opportunity to rectify the situation.
- If members are not satisfied with the outcome they may make representation to Tennis Queensland or other outside authorities.