



Football NSW Limited Privacy Policy

1. Football NSW Limited

Football NSW Limited (ACN 003 215 923) of 235-257 Meurants Lane, Glenwood NSW 2768 is 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), and a Member Federation of the national governing body, Football Federation Australia (**FFA**). Football NSW Limited (referred to in this policy as **we**, **us** and **FNSW**) is committed to managing your information in a secure and responsible manner and in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles introduced by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth). This Policy sets out the way in which FNSW 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, FNSW 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 New South Wales (with the exception of the northern regions of New South Wales) 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 FNSW depends on the services you request and receive from, and your interaction with, FNSW.

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- 2.2 The types of personal information held by FNSW 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 FNSW, FNSW 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 FNSW.
- 2.3 In certain circumstances, FNSW 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). FNSW 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. FNSW may also use health information as required by the FFA Statutes, including medical and anti-doping testing and investigations.
- 2.4 In addition, FNSW may use health information and other sensitive information which has been de-identified to carry out research, to prepare submissions to government or a government body or to plan events and activities. De-identified information is information which has been aggregated or otherwise de-identified so that it cannot be used to identify you or any other individual.
- 2.5 When you provide FNSW with personal information, this Policy will apply to the manner in which the information is collected, used, disclosed and stored by FNSW. If you chose not to provide certain personal information, FNSW may not be able to communicate with you. It may also affect FNSW'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 FNSW network of websites (including footballnsw.com.au, thefootballcorner.com.au, summerfootball.com.au, localfutsal.com.au, valentinesportspark.com.au, playfootballnsw.com.au and any related websites which link directly to this Policy (collectively, the **FNSW Sites**)) if you do not provide certain personal information.

3. Collecting Your Personal Information

- 3.1 Personal information about you may be collected by FNSW from you or from a third party. FNSW uses forms, online portals and other electronic or paper correspondence to collect this information.
- 3.2 For example, FNSW may collect personal information from you:
- (a) via the FNSW Sites;
 - (b) when you provide it to FNSW by filling in forms approved by FNSW from time to time (including when you register to play football, register for a coaching or refereeing course or register for a risk management or member protection course);
 - (c) when you contact FNSW;

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- (d) when you engage with FNSW via social media;
 - (e) when you subscribe to receive FNSW related newsletters or other information;
 - (f) when you enter a competition conducted by, or on behalf of, FNSW; or
 - (g) when you lodge a claim or complaint with FNSW.

3.3 FNSW 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 FNSW related merchandise or other merchandise from thefootballcorner.com.au;
- (c) FNSW corporate partners, licensees, sponsors, suppliers and broadcasters (**FNSW Partners**);
- (d) your representatives or agents;
- (e) FFA (including from FFA's MyFootballClub Customer Relationship Management System (**MyFootballClub**)), or another FFA Member Federation, or a branch, association, club, affiliate member, futsal centre, referees' body 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 FNSW 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 FNSW's Constitution, by laws, rules, regulations, policies, procedures and other governing documents, including the administration and development of football;
- (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 FNSW'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 FNSW;

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- (f) to provide you with information about our 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 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 FNSW's Constitution, by laws, rules, regulations, policies, procedures or other governing documents;
 - (h) to satisfy our obligations and to comply with applicable statutes, regulations and policies as a Member Federation of the national governing body, FFA, and, ultimately, the regional governing body, the Asian Football Confederation (**AFC**) and the international governing body, Federation Internationale de Football Association (**FIFA**);
 - (i) to satisfy our obligations under the *Corporations Act 2001* (Cth) and otherwise at law;
 - (j) to carry out market research and surveys;
 - (k) to maintain participation and service/benefit records, data and statistics, including for archive and historical purposes;
 - (l) to contact you if you win a prize in a competition you have entered and to send the prize to you; and
 - (m) any use that is reasonably apparent at the time the information is collected.

4.2 FNSW may also use the personal information collected about you:

- (a) to administer, manage and improve the FNSW Sites and to provide you with access to those FNSW Sites;
- (b) to ensure that content from the FNSW Sites is presented in the most effective manner for you and for your computer;
- (c) to allow you to participate in interactive features of a FNSW Site, when you choose to do so;
- (d) for direct marketing communications from FNSW in relation to products, services, tickets, merchandise and special offers made available by FNSW or FNSW 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 FNSW Privacy Officer, in accordance with section 10 below;

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- (e) where permitted by FNSW, to enable FNSW Partners, who have a relationship with FNSW, 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 FNSW 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 FNSW may also share your personal information with third parties in relation to the operation of FNSW's business including:
- (a) FNSW's related bodies corporate;
 - (b) Football Administrators and any body established by FNSW or FFA to deal with disciplinary, dispute or grievance proceedings;
 - (c) FIFA and its members, including the 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) FNSW insurers;
 - (h) FNSW 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 a FNSW 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. FNSW Sites, Cookies and Other Technologies

- 6.1 If you visit a FNSW Site, FNSW may record information such as your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, the FNSW 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 FNSW Sites and to gather demographic information about FNSW users collectively.
- 6.2 Like many other websites, the FNSW 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 FNSW 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 FNSW Sites may not have full functionality in that case.
- 6.3 In some cases FNSW and its third party service providers may use cookies and other technologies such as web beacons and JavaScript on a FNSW Site in connection with online services like banner advertising, website analytics and surveys to collect information about your use of a FNSW Site. The use of these technologies allows FNSW and its third party service providers to evaluate a user's use of a FNSW 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, FNSW 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 FNSW takes the security of personal information seriously. FNSW has appointed a Privacy Officer to oversee FNSW's management of personal information in accordance with this Policy and the *Privacy Act 1988* (Cth).
- 7.2 FNSW takes reasonable steps to protect the security and privacy of your personal information. FNSW has directed its staff that personal information must be dealt with in accordance with this Policy and kept secure from unauthorised access or disclosure.

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- 7.3 If you are considering sending us any other personal information through a FNSW 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 FNSW has received your personal information, FNSW will take reasonable steps to protect all personal information within its direct control from unauthorised access.
- 7.4 Where FNSW has given you (or where you have chosen) a password which enables you to access certain parts of a FNSW Site, you are responsible for keeping this password confidential. FNSW suggests that you do not share the password with anyone and to change it regularly.

8. Disclosing Your Personal Information Abroad

- 8.1 FNSW will store personal information on data servers that are controlled by FNSW and are located within the geographical borders of Australia where reasonably possible. However, in some circumstances the personal information that FNSW 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 FNSW's servers from time to time are located outside Australia, or if one of FNSW'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, FNSW utilises service providers and suppliers in the USA (MailChimp). FNSW 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 FNSW is not required to ensure that overseas recipients handle your personal information in compliance with Australian privacy law. However, where practicable in the circumstances, FNSW 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 FNSW takes all reasonable precautions to ensure the personal information that FNSW collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide. FNSW 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 FNSW Privacy Officer to submit an enquiry to access or update the personal information FNSW holds about you.

10. Opting Out of Direct Marketing Communications

You can opt out of receiving further messages or communications from FNSW at any time by following the unsubscribe instructions in the message sent to you. If you wish to unsubscribe from communications that FNSW sends to you, you can also send an email to privacy@footballnsw.com.au.

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 FNSW Sites. We will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact the FNSW Privacy Officer using the details below.

12. Contacting the FNSW Privacy Officer and Making Complaints

- 12.1 You may contact the FNSW Privacy Officer by writing to privacy@footballnsw.com.au or The FNSW Privacy Officer, Football NSW Limited, PO Box 6146, Baulkham Hills BC NSW 2153.
- 12.2 You may complain about our collection, use or disclosure of your personal information by contacting the FNSW 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.