



NSFA Privacy Policy

Date: May 2019

1) NSFA

Northern Suburbs Football Association (NSFA) of Suite 2 / 4-10 Bridge Street, Pymble NSW 2073 is the organising body that administers community football in the northern suburbs region of Sydney, New South Wales and a Member Association of Football NSW Limited. The Northern Suburbs Football Association and its representative sides commonly known as the Northern Tigers (referred to in this policy as **we**, **us** and **NSFA**) 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 NSFA (including its member clubs and Northern Tigers) collects, users and discloses personal information and also explains your rights and how to contact us.

2) What information does NSFA collect and maintain?

In the course of its operations, NSFA may collect, use and disclose the personal information of players, referees, club and team officials, coaches, administrators and other individuals for the purpose of governing and administering the sport of football, in all its forms, in the northern suburbs region of Sydney.

The types of personal information held by NSFA may include name, address, phone numbers, email address, date of birth, gender, occupation, ethnicity, educational institution, educational qualifications, coaching and refereeing qualifications, employment history, disciplinary history, drivers licence, birth certificate, visa information and social media details.

Depending on the services you receive from NSFA, it may also collect and hold details about your participation history, membership history and credit card information.

In certain circumstances, NSFA 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). NSFA 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.

When you provide NSFA with personal information, this Policy will apply to the manner in which the information is collected, used, disclosed and stored by NSFA. If you choose not to provide certain information, NSFA may not be able to communicate with you.

3) Collecting Your Personal Information

Personal information about you may be collected by NSFA from you or a third party. NSFA uses forms, online portal and other electronic or paper correspondence to collect this information.

For example, NSFA may collect personal information from you:

- a) Via the NSFA, or its member's websites;
- b) When you provide it to NSFA by filling in forms approved by NSFA from time to time (including when you register to play football, register for a coaching or refereeing course or register for a member protection course);
- c) When you contact NSFA;
- d) When you engage with NSFA via social media;
- e) When you subscribe to receive NSFA related newsletters or other information;
- f) When you enter a competition conducted by, or on behalf of, NSFA; or
- g) When you lodge a claim or complaint with NSFA.

NSFA may also collect personal information about you from third parties, including:

- a) NSFA corporate partners, licensees, sponsors, suppliers and broadcasters (**NSFA Partners**);
- b) Your representatives or agencies;
- c) FFA (including from FFA's Customer Relationship Management System (PlayFootball), or another FFA Member Federation, or a branch, association, club, affiliate member, referees' body and /or a competition administrator registered with the NSFA or with FNSW or FFA from time to time (**Football Administrators**); and
- d) The organisations identified under Section 5 below.

4) Using your Personal Information

1. NSFA 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 NSFA Constitution and Regulations, 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 and providing information) and to meet any other objectives stated in the NSFA 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 ensure players are appropriately categorised in age appropriate competitions. NSFA also uses personal information (health records, weight, height, etc) for special consideration of circumstances should a player wish to be categorised differently to rules (ie. Relative Age Effect (RAE));
- f) To develop programs, activities, events, products, services and merchandise related to football and NSFA;
- g) To provide you with information about our products and services, including information about merchandise and special offers, or which we reasonably believe may be of interest to you, some of which may be provided by, or in conjunction with FFA, FNSW, NSFA, government agencies, NSFA and FNSW Partners or Football Administrators (both commercial and not-for-profit);
- h) To investigate and take action in connection with any disciplinary, dispute or grievance processes mandated under FFA Statutes or FNSW or NSFA s'

Constitution, by laws, rules, regulations, policies, procedures or other governing documents;

- i) To satisfy our obligations and to comply with applicable statutes, regulations and policies as a Member Association of the national governing body, FFA;
- j) To satisfy our obligations under the Corporations Act 2001 (Cth) and otherwise at law;
- k) To carry out market research and surveys;
- l) To maintain participation and service/benefits records, data and statistics, including for archive and historical purposes;
- m) To contact you if you win a prize in a competition you have entered and to send the prize to you; and
- n) Any use that is reasonably apparent at the time the information is collected.

2. NSFA may also use the personal information collected about you:

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

5) Disclosing Your Personal Information

1. NSFA may also share your personal information with third parties in relation to the operation of NSFA's business including:

- a) NSFA and FNSWs' related bodies corporate;
- b) Football Administrators and any body established by NFSA, FNSW or FFA to deal with disciplinary, dispute or grievance proceedings;
- c) Third party service providers, such as ticketing agent, venue operators, event organisers, IT providers and social media websites;
- d) Health providers or professionals;
- e) FNSW insurers;
- f) NSFA professional advisors, including our accountants, auditors and lawyers;
- g) As required or authorised by law or where we have a public duty to do so, including for the purposes of safety and security;
- h) Where you have consented to your personal information being disclosed to others;
- i) NSW Office of the Children's Guardian;
- j) NSW Department of Sport and Recreation; and
- k) NSW Department of Family and Community Services.

2. If you receive a product or service from, or your information is otherwise collected by, a third party, such as a NSFA 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) NSFA Sites, Cookies and Other Technologies

1. If you visit a NSFA Site, NSFA may record information such as your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, the NSFA Site pages accessed and information that downloaded. This information is used for statistical, reporting and website administration and maintenance purposes, including identifying usage trends, to track users' movements around the NSFA Sites and to gather demographic information about NSFA users collectively.
2. Like many other websites, the NSFA 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 NSFA 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 NSFA Sites may not have full functionality in that case.
3. When we send you emails or other electronic messages, NSFA 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?

1. NSFA takes the security of personal information seriously. NSFA has appointed a Privacy Officer to oversee NSFA's management of personal information in accordance with this Policy and the *Privacy Act 1988* (Cth).
2. NSFA takes reasonable steps to protect the security and privacy of your personal information. NSFA has directed its staff that personal information must be dealt with in accordance with this Policy and kept secure from unauthorised access or disclosure.
3. If you are considering sending us any other personal information through a NSFA 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 NSFA has received your personal information, NSFA will take reasonable steps to protect all personal information within its direct control from unauthorised access.
4. Where NSFA has given you (or where you have chosen) a password which enables you to access certain parts of a NSFA Site, you are responsible for keeping this password confidential. NSFA suggests you create a strong password, do not share the password with anyone and to change it regularly.

8) Disclosing Your Personal Information Abroad

1. NSFA will store personal information on data servers that are controlled by NSFA and are located within the geographical borders of Australia where reasonably possible. However, in some circumstances the personal information that NSFA 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 NSFA's servers from time to time are located outside Australia, or if one of NSFA'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. NSFA 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.
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 NSFA is not required to ensure that overseas recipients handle your personal information in compliance with Australian privacy law. However, where practicable in the circumstances, NSFA 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

1. NSFA takes all reasonable precautions to ensure the personal information that NSFA collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide. NSFA 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.
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 NSFA Privacy Officer to submit and enquiry to access and update the personal information that NSFA holds about you.

10) Opting Out of Direct Marketing Communications

You can opt out of receiving further messages or communications from NSFA at any time by following the unsubscribe instructions in the message sent to you. If you wish to unsubscribe from communications that NSFA sends to you, you can also send an email to admin@nsfa.asn.au – or to the 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 NSFA Sites. We will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact the NSFA Privacy Officer using the details below.

12) Contacting the NSFA Privacy Officer and Making Complaints

1. You may contact the NSFA Privacy Officer by writing to admin@nsfa.asn.au or The NSFA Privacy Officer, NSFA, Suite 2 / 4-10 Bridge Street, Pymble, NSW, 2073.
2. You may complain about our collection, use or disclosure of your personal information by contacting the NSFA Privacy Officer using the contact details above with your full name and contact details, together with a 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.