

Privacy Policy

1.0 Purpose and Objectives

This policy is in accordance with the requirements of the Australian Privacy Principles, the *Privacy Act 1988* (Cth) and all applicable privacy laws. This policy outlines how personal information records are handled by UQ Sport Ltd (UQSL).

2.0 Policy Scope and Coverage

This policy applies to all UQSL's dealings with individuals. All UQ Sport employees, volunteers and contractors are bound by the contents of this policy.

3.0 Policy Statement

UQSL is committed to protecting the privacy of its customers, vendors, employees, volunteers, and contractors. UQSL takes its obligations under the applicable privacy laws seriously. To support its commitment to protect personal information, UQSL sets out the following standards and practices in relation to handling personal information records.

4.0 Definitions

Personal Information – means:

Any information that identifies an individual. Examples of personal information include home address, contact details, date of birth, marital status, next of kin, salaries of staff, photos of individuals or bank account details.

Sensitive Information – means:

Personal information that is 'sensitive' in nature, such as information about an individual's race, ethnicity, political opinions, membership of political associations, membership of professional associations and trade unions, religious or philosophical beliefs, sexual orientation, health information, biometric data, or criminal history records.

5.0 Information Collection

UQSL will not collect or monitor any personal information about an individual without their consent. UQSL will only collect personal or sensitive information that is reasonably necessary for or directly related to the performance of its functions or activities. If the information is not required, then it will not be collected.

UQSL will undertake every effort to ensure that the collection of this information is as unobtrusive as possible and will advise, wherever required, the purpose of the information collected. When collecting the information, UQSL will take reasonable steps to ensure that the information is up to date, accurate and complete.

6.0 Storage and Security of Personal Information

Personal information in UQSL's possession will be held securely, and protected from loss and unauthorised access, use, modification and disclosure by appropriate security measures.

In determining the most appropriate security measures to protect personal information, UQSL staff should give consideration to:

- the sensitivity of the information; and/or
- the vulnerability of the information to misuse; and/or
- the form of the information (e.g. hardcopy, electronic, photographic images); and/or
- the possible consequences of misuse of the information for the individual to whom the information relates; and/or
- the availability of processes and mechanisms for the protection of the information.

Appropriate arrangements will be put in place at the Organisational Unit level to ensure that:

- a. personal information is stored by sufficiently secure means to prevent any unauthorised access;
- b. access to records containing personal information is granted only to staff who have a legitimate requirement for such access in the course of their duties;
- c. when an individual ceases employment at UQ, leaves a business unit or no longer requires access to particular records containing personal information, access to those records is revoked in a timely manner;
- d. staff take reasonable precautions to ensure personal information held within their area of responsibility is not used or disclosed inappropriately, and is protected from unauthorised access.

7.0 Information Use and Disclosures

Personal information collected will be used for a specific purpose, such as employment, fit for work assessments, communication with the individual, membership application, sport, or recreation course enrolment, venue hire or information relating to an injury, illness, or incident. UQSL may, however, also use personal information for related purposes such as direct marketing, provided that this is not sensitive information.

More information, including how UQSL uses personal information obtained from customers and employees is set out below.

6.1 Customer Personal Information

The provision of personal information by customers is voluntary, however, if the information is not provided, UQSL cannot guarantee that it will be able to provide the products or services requested. In this circumstance, the person may be informed of the consequences of the information not being provided.

When a customer signs up to a membership or specific program, personal information may be requested to provide the requested service. It may also be necessary to collect basic medical information to assess suitability to participate in specific activities. All data obtained from customers is stored in a Customer Management System in Australia.

Personal information from customers may be obtained online through the UQSL website. The website uses a login system which filters the information a customer is displayed based on the data entered. This system can be accessed at all times by customers to add as much or as little as they would like.

Personal information from customers may be disclosed to third parties (e.g. Affiliated Clubs, UniSport Australia, Residential Colleges) for the specific purpose of providing sporting services to the customers. Personal information may also be disclosed to The University of Queensland for the purpose of managing access to sporting facilities on campus. UQSL will not sell customer personal information to anyone. UQSL has taken all necessary steps to ensure that the University and third parties handle customer personal information in accordance with the applicable privacy laws.

Information may also be obtained when an incident or near miss report is logged. This information is treated with confidentiality and will only be used for incident management and insurance purposes.

6.2 Employee Personal Information

UQSL will obtain employee personal information if the information is directly related to the employment relationship between UQSL and the employee. UQSL will not disclose employees' information to third parties. In limited circumstances, however, UQSL may legally disclose employee records to a third party including Fair Work Commission, Australian Tax Office, Centrelink, Police or Court). Where UQSL is approached to provide references about a former or current employee, it will seek consent from the employee before releasing any information.

8.0 Access to Personal Information

Access to personal information is to be restricted to those persons who have a legitimate need to know the information. Staff members are to take reasonable precautions to ensure that personal information obtained during the course of their duties is not disclosed, either deliberately or inadvertently, to persons who do not have a legitimate need to know the information. Paper-based records should not be left where they may be accessed by unauthorised persons.

At any time, customers have the right to access their personal information, as well as request for further information about any of UQSL privacy procedures and practices.

Employees have the right to access certain statutory employment records, including employment agreements, time and wage records and leave records.

9.0 Policy Compliance

It is the responsibility of all UQSL managers, employees, volunteers, and contractors to ensure compliance with this policy. Breach of this policy will result in immediate disciplinary action. The disciplinary action will take into account the severity of the breach however may at a minimum result in a formal written warning.

Any complaints against UQSL for breach of privacy, should be directed in first instance to the Chief Executive Officer (executive@uqsport.com.au or 07 3365 6612). Complaints will be dealt with in confidence to a satisfactory resolution.

10.0 Meta Data for Document Management

Web Links	N/A
Approval Authority	UQSL Board
Last Approval Date	10 November 2021
Next Review Date	10 November 2023
Audience / Users	All UQSL employees, volunteers, and contractors