

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 (hereafter referred to as 'UQ Sport' or 'we').

2.0 Policy Scope and Coverage

This Policy applies to all UQ Sport's dealings with individuals. All UQ Sport employees and contractors are bound by the contents of this Policy. UQ Sport reserves the right to vary this Policy from time to time.

This Policy is approved by the UQ Sport Board of Directors.

3.0 Policy Statement

UQ Sport is committed to protecting the privacy of customers, vendors, employees, and contractors. We take our obligations under the applicable privacy laws very seriously. To support our commitment to protect personal information, we set out the following standards and practises in relation to handling personal information records.

4.0 Definitions

Personal Information-means:

Any information that identifies a person. Examples of personal information include an individual's name, address, contact details, photo 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 records.

5.0 Information Collection

UQ Sport will not collect or monitor any personal information about an individual without their consent. We will only collect personal information that is reasonably necessary for or directly related to the performance of our functions or activities. We will only collect an individual's sensitive information where it is reasonably necessary for our business activities and with the individual's consent.

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 or venue hire. We may, however, also use personal information for related purposes such as direct marketing, provided that the information is not of a 'sensitive nature'.

UQ Sport 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.

6.0 Information Use and Disclosures

UQ Sport has implemented internal processes and procedures to take reasonable precautionary measures to protect the security of all personal information from misuse, loss, unauthorised access, modification or disclosure to Unapproved Third Parties. Further, UQ Sport takes reasonable steps to destroy any personal information that is not required through established procedures.

More information, including how we use 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, we cannot guarantee that we will be able to provide the products or services requested.

When a customer signs up to a membership or specific program, personal information (name and contact details) may be requested in order 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 are stored in a Customer Management System in Australia.

Personal information from customers may be obtained online through the UQ Sport website. The website uses a login system which will filter the information a customer is served. This system can be accessed at all times by customers to add as much or as little as they would like. UQ Sport will not supply any information collected online to Unapproved Third Parties.

Personal information from customers may be disclosed to Approved 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. We will not sell customer personal information to anyone. We have taken all necessary steps to ensure that the University and Approved Third Parties handle customer personal information in accordance with the applicable privacy laws.

6.2 Employee Personal Information

UQ Sport will obtain employee personal information if the information is directly related to the employment relationship between UQ Sport and the employee. We will not disclose employees' information to Third Parties. In limited circumstances, however, UQ Sport may disclose employee records to an Approved Third Party:

7.0 Access to Personal Information

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

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

8.0 Policy Compliance

It is the responsibility of all UQ Sport managers, employees and contractors to ensure compliance with this Policy and any amendments thereto. 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 for the staff member and/or the manager.

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

9.0 Meta Data for Document Management

Web Links	N/A
Approval Authority	UQSL Board
Last Approval Date	16 November 2018
Next Review Date	16 November 2021
Audience / Users	All employees and contractors
Notes	Appendix 1. UQ Sport Ltd. Privacy Policy [AS1]