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## Privacy Policy

Williamstown Sailing Club Inc (WSC) is committed to providing its members with quality services and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the National Privacy Principles (NPPs) contained in the *Privacy Act 1988 (Cth)* (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au).

### What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, dates of birth, phone, name of partner and/or family members.

This Personal Information is obtained from your initial membership or training course application and any subsequent update of that information you provide us.

If you use our website, we may use 'cookies' which enable us to monitor traffic patterns and to serve you more efficiently if you revisit our website. A cookie does not identify you personally but may identify your internet service provider or computer. You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance.

If you are a recipient of our newsletter, we may use data analytics to monitor access to the newsletter to help us determine the level of member interest and uptake.

You consent to us using your personal information to facilitate your membership or training participation at WSC in connection with:

1. if required, the verification of your identity, including the verification of your date of birth, if applicable
2. facilitating membership or visitation requirements
3. provision of our services to you, which shall include but is not limited to:
  - the administration and management of our services, including membership renewal, registration for training courses, billing, credit card authorisation and verification; and
  - to communicate with you electronically in the form of e-Newsletters or email broadcasts to promote sailing, social, training or fishing activities

offered by WSC or other content or products and services that may be of interest to you;

4. the management, governance and administration of the Club, including but not limited to any management and governance meetings of the Club;
5. if applicable, any requirement to include you in various registers maintained by the Club including, but not limited to, the register of excluded persons;
6. facilitating medical assistance in the event of a medical emergency, or to provide you with medical treatment as requested by you;
7. your participation in any activity or event organised by the Club or a third party organisation;
8. co-ordinating, managing and maintaining good order and security of the Club and our premises, which shall include but is not limited to protecting the rights and safety of other parties on our premises;
9. investigating and reporting information to third parties regarding any accidents or incidents that may have occurred on our premises;
10. the improvement of our services (including to contact you about those improvements and asking you to participate in surveys about our premises and services);
11. the maintenance and development of our premises, assets and services, business systems and infrastructure;
12. promotional activities by us (including by direct mail and email) such as our e-newsletters;
13. to provide member service functions, including handling customer enquiries and complaints;
14. our compliance with applicable laws;
15. any other matters reasonably necessary to continue to provide our services to you.

We may also use or disclose your personal information and in doing so we are not required to seek your additional consent:

- a) when it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your personal information to be used or disclosed for such a purpose (secondary use);
- b) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- c) if we have reason to suspect that unlawful activity has been, or is being, engaged in; or
- d) if it is required or authorised by law or formally requested by a statutory or regulatory authority.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing lists at any time by contacting us in writing, including via email to [secretary@williamstownsailingclub.org.au](mailto:secretary@williamstownsailingclub.org.au).

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## **Sensitive information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with your consent; or where required or authorised by law.

## **Third parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **Disclosure of Personal Information**

Your Personal Information may be disclosed in the following circumstances:

- a) Where you are a sail trainee, sailing member or a member who regularly participates in the running of races and/or regattas, or you are a regular volunteer at WSC, we will place you on the register of members with the peak sports body, currently Australian Sailing
- b) Parks Victoria as necessary for maintenance of and annual certification of members Moorings in the zones WTA and WTB
- c) Where required or authorised by law.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of seven years.

## **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

We are also required by the *Associations Incorporation Reform Act 2012*, Section 56 to maintain a register of members which comprises the member's name, address, class of membership, the date on which the person became a member, and the date of which a member ceased to be a member of the WSC. This register is held at the Club's premises under secured password.

Section 57 of this Act provides that any member may inspect this register, but only by prior arrangement by contacting the Club Secretary. We will take such steps as are reasonable to ensure that the requesting member is aware of the provisions of this privacy policy in relation to your personal information.

WSC will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## **Maintaining the quality of your Personal Information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Policy updates**

This Policy may change from time to time and is available on our website.

## **Privacy Policy complaints and enquiries**

If you have any queries or complaints about our Privacy Policy please contact us at: Williamstown Sailing Club Inc, PO Box 50, Williamstown VIC 3016, or by email to [secretary@williamstownsailingclub.org.au](mailto:secretary@williamstownsailingclub.org.au)

## **Resolving privacy complaints**

WSC will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision.

In order to resolve a complaint, WSC will:

- a) liaise with you as the member to identify and define the nature and cause of the complaint
- b) may request that you provide the details of the complaint in writing
- c) will keep you informed of the likely time within which we will respond to your complaint, and
- d) will inform you of the legislative basis (if any) of our decision in resolving such complaint.

If members have any concerns about the manner in which we have collected, used or disclosed and stored their personal information, they can tell us by contacting us via the email address [secretary@williamstownsailingclub.org.au](mailto:secretary@williamstownsailingclub.org.au) or by mail address to the Club.

The Secretary will keep a record of the complaint and any action taken in a privacy register.