

# Blind Golf Queensland Privacy Policy

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## 1. Blind Golf Queensland respects your privacy

- 1.1. Blind Golf Queensland Incorporated Association (BGQ) respects your right to privacy and is committed to safeguarding the privacy of our players, supporters, associate members customers, sponsors and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.
- 1.2. "Personal information" is information we hold which is identifiable as being about you.

## 2. Collection of Personal Information

- 2.1. Blind Golf Queensland Incorporated Association will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.
- 2.2. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.
- 2.3. Additionally, we may also collect any other information you provide while interacting with us.

## 3. How we collect your personal information.

- 3.1. Blind Golf Queensland Incorporated Association collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website properties including our main public site at [www.blindgolfqld.org](http://www.blindgolfqld.org) and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.
- 3.2. BGQ makes use of Customer Relationship Management (BGQ CRM) software with all data stored on local computers and third-party cloud platforms. The BGQ CRM stores data derived from some interactions with members, customer, sponsor and provider interactions which are deemed to be important to supporting our project, program and portfolio objectives.

## 4. Use of your personal information

- 4.1. Blind Golf Queensland Incorporated Association may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

- 4.2. Blind Golf Queensland Incorporated Association may contact you by a variety of measures including, but not limited to telephone, email, sms or mail or via your nominated support person, caddy or nominated representative.

## 5. Disclosure of your personal information

- 5.1. We may disclose your personal information to any of our employees, members, authorised volunteers, support workers, caddies, coaches, and officer bearers when and if deemed necessary by the organising committee and when necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.
- 5.2. BGQ will not share your information (including personal information and/or general information about you) with any organisation unless that organisation has a well-defined standards-compliant privacy policy in active use and demonstrated stringent privacy controls in place. The 3<sup>rd</sup> party's privacy controls must include *at a minimum* the 13 Australian Privacy Principles (or APPs) from the Office of the Australian Information Commissioner and meet all relevant conditions outlined in the Australian Privacy Act 1988 (Privacy Act).
- 5.3. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 5.4. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Blind Golf Queensland Incorporated Association, its customers or third parties.
- 5.5. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia. These may include, but are not limited to Singapore, Thailand and UK.
- 5.6. If there is a change of control in our organisation or a sale or transfer of BGQ assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 5.7. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

## 6. Security of your personal information

- 6.1. Blind Golf Queensland Incorporated Association is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- 6.2. The transmission and exchange of information is carried out at your own risk.
- 6.3. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information,

we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## **7. Access to your personal information**

- 7.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [info@blindgolfqld.org](mailto:info@blindgolfqld.org)
- 7.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

## **8. Complaints about privacy**

- 8.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to The Secretary, PO Box 300, Arana Hills, 4054, Australia. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **9. Changes to privacy policy**

- 9.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

## **10. Website**

- 10.1. When you come to our website located at the URL <http://www.blindgolfqld.org> we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.
- 10.2. This type of information is also gathered, recorded and stored by third parties which have been engaged specifically by Blind Golf Queensland to provide specialist analytics services. BGQ does not have any influence over how this information is used, stored or distributed. This information is anonymous – it does not contain any personal information relating to our website users.

## **11. Website Cookies**

- 11.1. We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve

relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

## **12. Third party sites**

- 12.1. Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Blind Golf Queensland Incorporated Association is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

## **13. Imagery, video and photographs**

- 13.1. Blind Golf Queensland reserves the right to record video and take photographs of all competitors and participants in any event organised and controlled by Blind Golf Queensland.
- 13.2. Blind Golf Queensland reserves the right to use any images, video or likeness of any competitors, members, participants, or any other person if they have registered to play in any activity organised by Blind Golf Queensland.
- 13.3. Blind Golf Queensland reserves the right to use any images, video or likeness of any other person who has been nominated as a caddy, coach, support person or any other person in any other capacity if they have been engaged by any players or participants in any activity by Blind Golf Queensland.
- 13.4. Blind Golf Queensland retains full copyright, ownership and rights of control over all video and photographs taken or recorded at any event, activity, game or competition which has been organised or presented by Blind Golf Queensland.
- 13.5. Exemptions to the conditions in this section must be requested in writing only and the Blind Golf Queensland management committee (*the committee*) has sole jurisdiction over the assignment of all rights relating to the use and/or ownership of images, photographs, video or likenesses.
- 13.6. All players and support staff are permitted to take photographs of fellow members or support staff at any time when participating in, or present at, any Blind Golf Queensland activity including golf games, competitions, coaching and demonstration sessions or social events.
- 13.7. Blind Golf Queensland permits the use of any photographs or video outlined in the previous clause to be used for personal purposes only, including personal social media and personal electronic messaging applications.