



6.7.1. Privacy Policy

HOLLAND PARK HAWKS FOOTBALL CLUB INC

Holland Park Hawks Football Club INC ABN (40 498 604 674) of 254 Boundary Rd, Camp Hill 4152 is a local community football club that caters for all ages and abilities. Football Queensland LTD (ACN 063 925 333) of 187 Meakin Road, Slacks Creek QLD 4127 is the peak governing body for Association Football and Futsal in the State of Queensland, and a Member Federation of the national governing body, Football Federation Australia (FFA). Football Queensland LTD (referred to in this policy as we, us and FQ 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 Holland Park Hawks FC (HPH) collects, uses and discloses personal information and explains your rights and how to contact us.

This Policy is used in conjunction with the FQ Privacy Policy and the FA Privacy Policy.

YOUR PERSONAL INFORMATION

- During its operation HPH may collect, use and disclose personal information of players, referees, club and team officials, coaches, and administrators for the purpose of administering the sport of football. In each case, the precise nature of the collection, use and disclosure of personal information by HPH depends on the services you request and receive from, and your interaction with, HPH.
- The types of personal information held by HPH may include your name, address, phone numbers, email address, date of birth, gender, occupation, educational institution, educational qualifications, coaching and refereeing qualifications, employment history, disciplinary history, driver's licence, birth certificate, visa information and social media details. Depending on the services you receive from H, HP may also collect and hold details about your participation history, membership history and credit card information, and details of the items ordered or purchased from HPH.
- In certain circumstances, HPH 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). HPH 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. HPH may also use health information as required by the FA Statutes, including medical and anti-doping testing and investigations.

- In addition, HP may use health information and other sensitive information which has been de-identified to carry out research, to prepare submissions to government or a government body or to plan events and activities. De-identified information is information which has been aggregated or otherwise de-identified so that it cannot be used to identify you or any other individual.
- When you provide HPH with personal information, this Policy will apply to the way the information is collected, used, disclosed, and stored by HPH. If you chose not to provide certain personal information, HPH may not be able to communicate with you. It may also affect HPH's ability to provide you with the products and services you require.

COLLECTING YOUR PERSONAL INFORMATION

- Your personal information may be collected by HPH from you or a third party. HPH uses registration systems and databases in line with the governing bodies requirements to register players.
- For example, HPH may collect your data from:
 - HPH Sites.
 - When you provide it HPH.
 - When you contact HPH.
 - When you engage with HPH via social media.
 - When you receive HPH related information.
- Holland Park Hawks may also collect information from third parties including.
 - Sponsors and suppliers.
 - Governing bodies including FA and FQ.

USING YOUR PERSONAL INFORMATION

HPH may use your personal information collected about you in a variety of ways.

- To verify your identity.
- To ensure compliance with the FFA Statutes and FQ's Constitution, by laws, rules.
- Regulations, policies, procedures, and other governing documents, including the administration and development of football.
- To organise, conduct and promote football competitions, matches, tournaments, programs, and other events.
- To process the registration of individuals to participate in football competitions, tournaments, matches, programs, and other events, as a player, official or otherwise.
- To develop programs, activities, events, products, services, and merchandise relating to football and FQ.
- To provide you with information about our products and services.

- To investigate and act in connection with any disciplinary, dispute or grievance processes mandated under FFA Statutes or FQ's Constitution, by laws, rules, regulations, policies, procedures, or other governing documents.
- To satisfy our obligations and to comply with applicable statutes, regulations, and policies.
- To satisfy our obligations under the Corporations Act 2001 (Cth) and otherwise at law.
- To maintain participation and service/benefit records, data, and statistics, including for archive and historical purposes.
- To contact you if you win a prize in a competition, you have entered and to send the prize to you.
- Any use that is reasonably apparent at the time the information is collected.

HPH may also use the personal information collected about you:

- To administer, manage and improve the HPH sites and to provide you with access to those HPH sites.
- To ensure that content from the HPH sites is presented in the most effective manner for you and your computer.
- To allow for participation in interactive features of the HPH site when you choose to do so.
- For direct marketing communications.
- Where permitted by HPH, to enable HPH partners, who have a relationship with HPH, to market and promote their products and services to you. You will be able to opt-out of direct marketing at any time if you choose to.
- Any use that is reasonably apparent at the time the information is collected. .

DISCLOSING YOUR PERSONAL INFORMATION

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

- HPH's governing bodies.
- Football Administrators and anybody established by FQ or FFA to deal with disciplinary, dispute or grievance proceedings.
- third party service providers, such as ticketing agents, venue operators, event organisers, IT providers and social media websites.
- Health providers or professionals.
- FQ Insurers.
- FQ professional advisors, including our accountants, auditors, and lawyers.
- Where you have consented to your personal information being disclosed to others.
- Queensland Office of the Public Guardian.
- Queensland Department of Sport and Recreation.
- Queensland Department of Family and Community Services.

If you receive a product or service from, or your information is otherwise collected by, a third party, such as a HPH 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.

HPH SITES, COOKIES, AND OTHER TECHNOLOGIES

- If you visit a HPH Site, HPH may record information such as your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, the HPH Site pages accessed, and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes, including identifying usage trends, to track users' movements around the HPH Sites and to gather demographic information about HPH users collectively.
- Like many other websites, the HPH 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 HPH 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 HPH Sites may not have full functionality in that case.
- In some cases, HPH and its third-party service providers may use cookies and other technologies such as web beacons and JavaScript on a HPH Site in connection with online services like banner advertising, website analytics and surveys to collect information about your use of a HPH Site. The use of these technologies allows HPH and its third-party service providers to evaluate a user's use of a HPH Site, deliver customised advertising content, measure the effectiveness of the advertising, and provide other services relating to website activity and internet usage. The services we may use from time to time include Google Analytics, Google AdWords, Nielsen, and Facebook. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct.
- 6.4, the HPH website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to our site. It could mean that we advertise to previous visitors who haven't completed a task on our site, for example using the contact form to make an enquiry. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the HPH website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy.
 - You can see preferences for how Google advertises to you using the Google Ad Preferences page, and if you want to you can opt out of interest-based advertising entirely by cookie settings or permanently using a browser plugin.

- When we send you emails or other electronic messages, FQ may record where you open the message and click on links. This helps us to better understand what information is of interest to you.

PROTECTING YOUR PERSONAL INFORMATION

- FQ takes reasonable steps to protect the security and privacy of your personal information. FQ has directed its staff that personal information must be dealt with in accordance with this Policy and kept secure from unauthorised access or disclosure.
- If you are considering sending us any other personal information through a FQ 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 FQ has received your personal information, FQ will take reasonable steps to protect all personal information within its direct control from unauthorised access.
- Where FQ has given you (or where you have chosen) a password which enables you to access certain parts of a FQ Site, you are responsible for keeping this password confidential. FQ suggests that you do not share the password with anyone and to change it regularly.

ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

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

OPTING OUT OF DIRECT MARKETING COMMUNICATION

You can opt out of receiving further messages or communications from HPH at any time by following the unsubscribe instructions in the message sent to you. If you wish to unsubscribe from communications that HPH sends to you, you can also send an email to operations@hphawksfc.com.au.

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 HPH Sites. We will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact the HPH Privacy Officer using the details below.

CONTACTING HPH AND MAKING COMPLAINTS

- You may contact HPH by writing to operations@hphawksfc.com.au.
- You may complain about our collection, use or disclosure of your personal information by contacting the HPH using the contact details above with your full name and contact details, together with a detailed description of the complaint. We will respond to your complaint within a reasonable period 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.