



SOUTH WEST QUEENSLAND THUNDER FOOTBALL CLUB

ACN: 160 855 470

P.O. Box 16160 Northpoint Q 4350

EMAIL: swqthunder@gmail.com

PRIVACY POLICY **for the collection of data in accordance with COVID guidelines**

OUR PHILOSOPHY

Thunder FC (we or us) are committed to protecting and respecting your privacy by handling all Personal Information securely and with care in accordance with the Australian Privacy Principles (the **APPs**) as set out in the *Privacy Act 1988* (Cth) (the **Act**).

Whilst the Act does not apply directly to our Club, we will use our best endeavours to comply with the APP's because we believe that it is best practice to do so.

As outlined in our Return to Football Guide, we have obligations imposed on us to collect personal information of persons who attend games at our fields.

This Privacy Policy explains how we collect, use and manage your Personal Information and we ask that you please read this policy to understand our practices regarding any Personal Information that you disclose to us.

WHAT IS PERSONAL INFORMATION

Personal Information is any information that identifies you or that could reasonably identify you. This could include information such as your name and contact details etc.

WHAT INFORMATION WE COLLECT

The Personal Information that you supply to us enables us to comply with our obligations, it enables us to keep persons who visit our fields safe and it enables us to provide services to you.

The kind of Personal Information we collect is likely to include your name, mailing and email address, telephone number and contact preference.

HOW WE COLLECT AND HOLD PERSONAL INFORMATION

When you attend at our fields, we will collect Personal Information from you by asking you verbally for that information or asking to you complete forms or documents (including in electronic form) necessary to enable us to provide meet our obligations.

Any Personal Information we collect in hard copy is stored in our secure business premises. Personal Information that we hold electronically is stored on our servers, in our secure business premises.



THIRD PARTY PERSONAL INFORMATION

Occasionally, we may ask you for Personal Information about other people, for example, your family. If you provide us with this information, we rely on you to tell those people that you are giving their Personal Information to us and to make them aware of this Privacy Policy.

HOW WE USE YOUR PERSONAL INFORMATION

We may collect, hold, use or disclose your Personal Information for a number of purposes including:

- to provide to government authorities or agencies upon request by them;
- to improve our website content (we are constantly trying to improve our website experience and therefore any feedback you may provide could be used to achieve this goal);
- to disclose information required by law, regulation or court order;
- to send periodic correspondence (electronically or by post) which may contain updates on health matters that may impact on you or your family.

We will not use your Personal Information for purposes other than described above unless we have your consent or there are specified law enforcement or public health and safety reasons (as permitted under the Act).

HOW WE PROTECT YOUR PERSONAL INFORMATION

We are committed to ensuring your Personal Information is secure. We will take all reasonable steps to protect the security of your Personal Information held by us from misuse and loss and from unauthorised access, modification or disclosure. In order to prevent unauthorised access or disclosure, we have put in place electronic and managerial procedures to safeguard and secure the Personal Information we collect.

All Personal Information we no longer require will be destroyed or permanently de-identified, however, information will be retained for as long as the law requires.

Despite our reasonable efforts, we cannot guarantee that the security of your Personal Information will not be breached, therefore, to the fullest extent permitted by law, we disclaim all liability any responsibility for any damage you may suffer due to any loss, unauthorised access, misuse or alteration of any information we collect.

CHANGES TO THIS PRIVACY POLICY

This Privacy Policy discloses our current privacy practices. From time to time and in line with client expectations and legislative changes, this Privacy Policy will be reviewed, and, if appropriate, updated at any time without notice.

ACCESSING PERSONAL INFORMATION WE HOLD

Please contact a member of our Club's executive to access any Personal Information we hold about you.



HOW TO CHANGE ANY PERSONAL INFORMATION WE HOLD ABOUT YOU

We will take reasonable steps to ensure that any Personal Information we collect, use or disclose is relevant, accurate, complete and up to date.

COMPLAINTS

If you have a complaint about the way we have dealt with your Personal Information we invite you to provide written details of your complaint to our Club executive.

We will use our best endeavours to contact you within 14 days of the date we receive the written details of your complaint to acknowledge that we have received it. We will then:

1. review of the way we dealt with your Personal Information;
2. conduct an internal investigation (if necessary) into how your Personal Information came to be handled in the way that it was; and
3. provide a report to you within one month of the date we acknowledged receipt of your complaint.

CONTACT US

Should you have any queries, complaints or comments about this Privacy Policy, please contact our Privacy Policy in writing by email at:

Email: swqthunder@gmail.com