



Privacy Policy

V1.3

Revised 26th October 2021

PRIVACY POLICY

YOUR PRIVACY IS IMPORTANT

TBA is an organisation that by nature holds personal information. We rely on comprehensive and accurate personal information about its members and other people with whom we deal. We have systems and procedures in place to protect your privacy whenever we collect, store, use and disclose your personal information. In limited circumstances, we also collect sensitive information. If you do not wish us to disclose information about you to third parties as described below, you must inform us, and we will take immediate steps to implement your request.

What is personal information?

Personal information is information or an opinion about an individual where the identity of the individual is either apparent, or can be reasonably determined from the information or opinion in question, for example, name, address, phone number, email address.

What is sensitive information?

Sensitive information is information about an individual's racial or ethnic origin, political opinions, philosophical beliefs, professional or trade association memberships, sexual preferences, criminal records or history, or health or medical information.

TBA is required by law to obtain consent when collecting sensitive information. TBA will assume consent to the collection of all sensitive information that is provided to it for use in accordance with this Privacy Policy, unless told otherwise.

What kind of personal information does TBA collect?

The type of information TBA collects and holds includes (but is not limited to) personal information about:

- a) Members' official and preferred names, titles, postnominals, personal awards, private and business address details, telephone and facsimile contact details both private and business, e-mail addresses, date of birth, gender, and State association membership.
- b) Members playing and team history and playing evaluation, records or awards received.
- c) Financial details including credit card numbers, bank account information, financial status of membership, and subscriptions to TBA publications.

What sensitive Information we collect

TBA will collect and store disclosures from Members relating to sexual offences.

If a Member makes a declaration relating to a sexual offence, TBA will restrict access to that information and will keep it private and confidential. Only the Chief Executive Officer and the TBA executive team are authorised and permitted to have knowledge of and access to the identity of the individual who made the declaration, and may only share that information with the individual's express written consent, or as required by law.

How we collect your personal information

TBA collects most personal information direct from you, including when you deal with us personally, over the telephone, program registration forms, send a letter or visit the website. The personal information we collect from you will include information you give us when you:

- a) become a member of TBA and complete a registration form or through our online membership registration system;
- b) access the TBA website or a website of a TBA affiliate;
- c) contact TBA via email, telephone, fax or mail or engage with TBA via social media;
- d) are elected or appointed to the Board or a committee of TBA;
- e) apply for employment or a volunteer position with TBA or a TBA affiliate; or
- f) where TBA is required to do so by law (for education, child protection, work health and safety laws, charitable collections, medical treatment or other legislation in Australia).

We collect information about Members' playing history, team history, evaluations, scores, and personal records by receiving information through Registered bowling centre scoring systems. When a Member bowls in a league, information is collected through the scoring system and sent to TBA through an Application Programming Interface (**API**). This information is then displayed in the TBA Results Portal.

There may be occasions when a third party provides information about you, such as when you are being evaluated as a player, or when a complaint is made against you. Examples of such third parties could include, without limitation, Sport Australia, Sport Integrity Australia, or government and law enforcement bodies.

How we use your personal information

TBA will use personal information it collects for the primary purpose for which it is collected and for such other secondary purposes that are related to the primary purpose and are reasonably expected, or for which consent has been given.

TBA may use your personal information to provide you with a particular product or service and to contact you about matters pertaining to playing the sport or participating in teams and about membership of the Company.

We may use your personal information for purposes related or ancillary to the main reason we collect it, such as:

- a) verify your identity;
- b) administer and manage our membership database;
- c) internal accounting and administration;
- d) player and team evaluation;
- e) regulatory reporting and compliance;
- f) keep you informed of news and information on Tenpin Bowling Australia's activities, programs and publications including special events and promotional activities; and
- g) helping us to identify and inform you about other services that may be of benefit to you.

In the event of a complaint against you, we use personal information provided to us to investigate the complaint in accordance with the procedures set down in the TBA by-laws, tournament and general playing rules and policies (including TBA's anti-doping policy) as in force from time to time.

Disclosure of your personal information

We may disclose personal information, including sensitive information, held about an individual to:

- a) A State association;

- b) An individual, group or committee involved in coaching, developing or evaluating players or in selecting teams;
- c) Sport Australia, and any body authorised by it to receive information to advance the sport of tenpin bowling; and
- d) Our insurers

In addition, we may also disclose personal information:

- (a) with your express or implied consent;
- (b) when required or authorised by law;
- (c) to an enforcement body when reasonably necessary; or
- (d) to lessen or prevent a threat to an individual or public health or safety.

We may contract out some of our functions and activities. For example, we may disclose information to allow printing or renewal invoices, membership cards, and arrears notices. We may also provide names and addresses to a mailing house to mail information to you. In these situations, we prohibit the third parties from using personal information about you except for the specific purpose for which we supply it.

We may disclose that you are a member of a TBA Association or Registered bowling centre to the public, unless you have advised us that you do not want this information released.

We treat all personal and sensitive information we hold about you as confidential. This applies except where disclosure of your personal or sensitive information is, compelled by law, in the public interest, or with your consent.

Accuracy of your personal information

If we have accurate personal information about you, it enables us to provide you with the best possible service. We take reasonable steps to ensure that your personal information is accurate, complete and up to date whenever we collect or use it. We also encourage you to regularly review and update your personal information.

If you find that current personal information we hold about it is inaccurate, incomplete or out of date please contact us immediately by either phone 07 32624455 or email at tenpin.bowling@tenpin.org.au. TBA will endeavour to resolve your request within 30 days of receiving it.

Access to your personal information

On request, we provide you with information about you which is readily accessible and which may lawfully be provided. Your request to provide information will be dealt with in a reasonable time and we may charge you an administration fee for retrieving and sending the information to you.

Security of your personal information

We protect any personal information that we hold about you from misuse and loss. We protect your privacy by restricting access to your personal information to those staff or authorised office bearers who need it, either to process information or to provide you with the services you have asked for. Our staff are responsible for handling personal information in accordance with the Privacy Act.

Your personal information may be stored in hardcopy documents, as electronic data, or in TBA's or its agent's software or systems. We maintain physical security over our paper and electronic data stores and premises. We also maintain computer and network security.

We will keep your information for as long as it is needed to provide you with the products and services you have requested from us. We will take reasonable steps to destroy or permanently de-identify personal information when we no longer require it.

If a serious data breach occurs, we are required under the Privacy Act to notify you regarding the circumstances of the breach, and are required to advise the Office of the Australian Information Commissioner with respect to the breach.

Direct marketing

We will assume consent to use non-sensitive personal information to provide better services and for marketing purposes. (Including disclosure of such information to service providers).

Every person whose data is collected by TBA has the option to refuse e-mail, SMS or posted offers by making a request in writing to TBA via the contact details set out below or by making use of the opt-out procedures included in any communications from us (however, information relating to the option to unsubscribe from those communications may be retained).

TBA website

When users visit the TBA website, our systems may record certain information about their use of the site, including the web pages visited and the time and date of their visit. TBA uses this information to help analyse and improve the performance of the TBA website.

In addition, we may use "cookies" on the TBA website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that we use may collect some personal information. TBA will treat this information in the same way as other personal information we collect. You are free to disable cookies on your internet browser to prevent this information being collected; however, you will lose the benefit of the enhanced website experience that the use of cookies may offer.

Websites linked to the TBA's website are not subject to TBA's privacy standards, policies or procedures. TBA cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third-party website.

Resolving your concerns

If you believe that the privacy of your personal information has been compromised, you are entitled to complain. If you have a complaint, contact the area where you believe the breach has occurred. If your complaint is not resolved to your satisfaction, forward a written complaint to:

The Chief Executive Officer
Tenpin Bowling Australia Limited
PO Box 244
ALBION QLD 4010

We will respond to your complaint within 30 days of receiving it, and aim to resolve it within 90 days of receiving it. If you are not satisfied with TBA's response to your complaint, you can contact the

Office of Australian Information Commissioner on its enquiries line 1300 363 992 or website www.oaic.gov.au to lodge a complaint.

Reviewed: June 2021

Updated: June 2021

Update and review of this Policy

TBA may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

TBA is committed to ensuring all policies are up-to-date and reflect current practices. The latest review date is recorded at the end of each policy.

Tenpin Bowling Australia Ltd – Privacy Policy
Modification and Revision Record

Version	Date	Description of Changes	Review Date
1.1	17.04.2014	Inclusion of website and direct marketing into document	April 2018
1.1	30.11.2018	Updated front page with version number and revision date	November 2018
1.2	3.06.2021	Updated 'sensitive information', 'what sensitive information we collect', 'how we collect your personal information', 'security of your personal information'	June 2021
1.3	26.10.2021	Minor change – Updated those who have access to sensitive information	October 2021