



Central Coast Football Privacy Policy

1. Central Coast Football

Central Coast Football (ABN 63 986 212 865) of 1 Tuggerah Street, Lisarow NSW 2250 is the governing body for Football on the Central Coast, and is a Member of the national governing body, Football Australia (**FA**). Central Coast Football (CCF) (referred to in this policy as **we**, **us** and **CCF**) is committed to managing your information in a secure and responsible manner and in accordance with the *Privacy Act 1988* (Cth) (as amended) and the Australian Privacy Principles which apply under that Act.. This Policy sets out the way in which CCF collects, uses and discloses personal information and also explains your rights and how to contact us.

2. Your Personal Information

- 2.1 In the course of its operations, CCF may collect, use and disclose the personal information of players, referees, club and team officials, coaches, administrators, participants and other individuals for the purpose of governing and administering the sport of football on the Central Coast and as further described in the remainder of this Policy. In each case, the precise nature of the collection, use and disclosure of personal information by CCF depends on the services you request and receive from, and your interaction with, CCF.

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- 2.2 The types of personal information held by CCF 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 CCF, CCF may also collect and hold details about your participation history, membership history and credit card information, as well as details of any items ordered or purchased from CCF.
- 2.3 CCF 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). CCF 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. CCF may also use health information as required by the FA Statutes, including medical and anti-doping testing and investigations.
- 2.4 CCF 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.
- 2.5 When you provide CCF with personal information, this Policy will apply to the manner in which the information is collected, used, disclosed and stored by CCF. If you chose not to provide certain personal information, CCF may not be able to communicate with you. It may also affect CCF's ability to provide you with the products and services you require.

3. Collecting Your Personal Information

- 3.1 Personal information about you may be collected by CCF from you or from a third party. CCF uses forms, online portals and other electronic or paper correspondence to collect this information.
- 3.2 For example, CCF may collect personal information from you:
- (a) via the CCF Website;
 - (b) when you provide it to CCF by filling in forms approved by CCF from time to time (including when you register to play football, register for a coaching or refereeing course or register for a risk management or member protection course);
 - (c) when you contact CCF;

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- (d) when you engage with CCF via social media;
 - (e) when you subscribe to receive CCF related newsletters or other information;
 - (f) when you enter a competition conducted by, or on behalf of, CCF; or
 - (g) when you lodge a claim or complaint with CCF.

3.3 CCF may also collect personal information about you from third parties, including:

- (a) ticketing agents and event organisers, when you purchase tickets to a football related event;
- (b) third party vendors
- (c) CCF corporate partners, licensees, sponsors, suppliers
- (d) your representatives or agents;
- (e) FA (including from FA's PlayFootball Customer Relationship Management System, or another FA Member Federation, or a branch, association, club, affiliate member, futsal centre, referees' body and/or a competition administrator registered with FA or with FNSW from time to time (**Football Administrators**); and
- (f) the organisations identified under section 5 (Disclosing Your Personal Information) below.

4. Using Your Personal Information

4.1 CCF may use the personal information collected about you in a variety of ways, including:

- (a) verify your identity;
- (b) ensure compliance with the FA Statutes and FNSW's Constitution, by laws, rules, regulations, policies, procedures and other governing documents, including the administration and development of football;
- (c) organise, conduct and promote football competitions, matches, tournaments, programs and other events (including for the purpose of distributing newsletters, providing information and making ticket offers) and to meet any other objectives stated in CCF's Constitution;
- (d) process the registration of individuals to participate in football competitions, tournaments, matches, programs and other events, as a player, official or otherwise;
- (e) develop programs, activities, events, products, services and merchandise relating to football and CCF;

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- (f) provide you with information about our products and services, including information about tickets, merchandise and special offers, or which we reasonably believe may be of interest you, some of which may be provided by, or in conjunction with, FA, government agencies, CCF Partners or Football Administrators (both commercial and not-for-profit);
 - (g) investigate and take action in connection with any disciplinary, dispute or grievance processes mandated under FA Statutes or FNSW's Constitution, by laws, rules, regulations, policies, procedures or other governing documents;
 - (h) satisfy our obligations and to comply with applicable statutes, regulations and policies as a Member Federation of the national governing body, FA
 - (i) satisfy our obligations under the *Corporations Act 2001* (Cth) and otherwise at law;
 - (j) carry out market research and surveys;
 - (k) maintain participation and service/benefit records, data and statistics, including for archive and historical purposes;
 - (l) contact you if you win a prize in a competition you have entered and to send the prize to you; and
 - (m) achieve any use that is reasonably apparent at the time the information is collected.

4.2 CCF may also use the personal information collected about you to:

- (a) administer, manage and improve the CCF Sites and to provide you with access to those CCF Sites;
- (b) ensure that content from the CCF Sites is presented in the most effective manner for you and for your computer;
- (c) allow you to participate in interactive features of a CCF Site, when you choose to do so;
- (d) issue direct marketing communications from CCF in relation to products, services, tickets, merchandise and special offers made available by CCF or CCF Partners. You will be able to opt-out of direct marketing at any time, if you so choose, by utilising the unsubscribe feature on electronic marketing communications, or in the case of other direct marketing materials by contacting CCF, in accordance with section 10 below;
- (e) where permitted by CCF, enable CCF Partners, who have a relationship with CCF, 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 so choose, by utilising the unsubscribe feature on electronic marketing communications, or in the case of other direct marketing materials by contacting CCF in accordance with section 10 below; and

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- (f) achieve any use that is reasonably apparent at the time the information is collected.

5. Disclosing Your Personal Information

- 5.1 CCF may also share your personal information with third parties in relation to the operation of CCF's business including:
- (a) Football Administrators and anybody established by FNSW or FFA to deal with disciplinary, dispute or grievance proceedings;
 - (b) FIFA and its members, including the AFC;
 - (c) the Australian Sports Anti-Doping Authority, Court of Arbitration for Sport, Australian Institute of Sport and/or Australian Olympic Committee;
 - (d) third party service providers, such as ticketing agents, venue operators, event organisers, IT providers and social media websites;
 - (e) health providers or professionals;
 - (f) CCF & FNSW insurers;
 - (g) CCF & FNSW professional advisors, including our accountants, auditors and lawyers;
 - (h) as required or authorised by law or where we have a public duty to do so, including for purposes of safety and security;
 - (i) where you have consented to your personal information being disclosed to others;
 - (j) NSW Office of the Children's Guardian;
 - (k) NSW Department of Sport and Recreation; and
 - (l) NSW Department of Family and Community Services.
- 5.2 If you receive a product or service from, or your information is otherwise collected by, a third party, such as a CCF 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.
- 5.3 Any disclosure will be on such terms and conditions as CCF determines, taking into account the circumstances of the disclosure but always with the best interests of the parties whose personal information is being disclosed.

6. CCF Sites, Cookies and Other Technologies

- 6.1 Like many other websites, the CCF 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 CCF 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 CCF Sites may not have full functionality in that case.
- 6.2 When we send you emails or other electronic messages, CCF may record where you open the message and click on particular links. This helps us to better understand what information is of interest to you.

7. Protecting Your Personal Information

- 7.1 CCF takes reasonable steps to protect the security and privacy of your personal information. CCF has directed its staff that personal information must be dealt with in accordance with this Policy and kept secure from unauthorised access or disclosure.

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- 7.2 If you are considering sending us any other personal information through a CCF 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 CCF has received your personal information, CCF will take reasonable steps to protect all personal information within its direct control from unauthorised access.
- 7.3 Where CCF has given you (or where you have chosen) a password which enables you to access certain parts of a CCF Site, you are responsible for keeping this password confidential. CCF suggests that you do not share the password with anyone and to change it regularly.

8. Disclosing Your Personal Information Abroad

- 8.1 CCF will store personal information on data servers that are controlled by CCF and are located within the geographical borders of Australia where reasonably possible. In some circumstances the personal information that CCF collects may be disclosed to certain recipients, and stored at certain destinations, located outside Australia from time to time. For example, your personal information may be transferred outside of Australia if any of CCF's servers from time to time are located outside Australia, or if one of FNSW's service providers or suppliers is located in a country outside Australia, or for disciplinary purposes, or in relation to international transfer certificates, passports, training compensation, mediation, arbitration or similar matters. As at the date of this Policy, CCF utilises service providers and suppliers in the USA (MailChimp). CCF may also disclose your personal information outside of Australia in accordance with section 5 (Disclosing Your Personal Information), including to facilitate the registration of a player by a foreign governing body.
- 8.2 In all cases, by providing your personal information to us or using our services, you consent to the disclosure of your personal information outside Australia as set out in this Policy, and acknowledge that CCF is not required to ensure that overseas recipients handle your personal information in compliance with Australian privacy law. However, where practicable in the circumstances, CCF will take reasonable steps to ensure that overseas recipients only use and disclose such personal information in a manner which is consistent with this Policy. You may have rights to enforce such parties' compliance with applicable data protection laws, but it is possible that you will not have recourse against

those parties under the *Privacy Act 1988* (Cth) in relation to how those parties treat your personal information.

9. Access to and Correction of Your Personal Information

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

10. Opting Out of Direct Marketing Communications

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

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

12. Contacting the CCF and Making Complaints

- 12.1 You may contact CCF by writing to admin@ccfootball.com.au or The Central Coast Football, PPO BOX 9549 Wyoming NSW 2250
- 12.2 You may complain about our collection, use or disclosure of your personal information by contacting CCF 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 of time 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.