



Handball Queensland Privacy Policy

For any queries about this Privacy Policy, please email: handballqld@gmail.com

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This Policy has been compiled in accordance with the [Australian Privacy Principles](#) (specifically APP 1.3 and 1.4) and the Handball Queensland Privacy Policy. It describes how Handball Queensland (HQ) protects the personal information it holds and complies with the Privacy Act 1988 (Cth).

The purposes for which the HQ collects, holds, uses and discloses personal information

HQ is Queensland's primary state handball sports administration and sports organisation, and is affiliated with the Australian Handball Federation Limited (Handball Australia). HQ delivers key programs in line with its sport policy objectives as outlined in its Constitution; providing administrative support and other assistance to its members, affiliated clubs, participants, volunteers, and other stakeholders to deliver participation and high performance results; and building collaboration and capacity within the Queensland representative handball sport sector.

HQ activities and services include:

- To encourage, promote, govern, and manage the game of handball in collaboration with affiliated clubs
- To select, manage and develop representative handball teams
- To abide by the rules regulating the conduct of the game of handball, as determined by the International Handball Federation
- To encourage and develop high standards of administration, playing, coaching, and umpiring at all levels of the association
- To establish and maintain playing facilities and amenities for the benefit, social comfort and advancement of the sport, the association, its members, and visitors

The kinds of personal information that HQ collects and holds

In undertaking its activities HQ collects personal information. The personal information that the HQ holds will depend on the nature of the activity or service. It may include (but is not limited to) a person's name, contact details, date of birth, occupation, family background and financial records.

HQ will only collect personal information to the extent relevant for the relationship it has with each person.

HQ also holds sensitive personal information, for example about a member, employee or an athlete. This may include information about health, disability, racial or ethnic origin, criminal convictions, personnel files, employment histories and tax file numbers.

The Privacy Act places restrictions on collecting sensitive personal information about persons. HQ may collect sensitive information when:

- providing health services to persons (for example to an athlete)
- providing sport services to persons (for example to an athlete)
- it is required to provide specific services (for example in allocating specifically targeted funding)
- assessing eligibility for employment (potential or existing employees)
- for the purpose of maintaining the employee/employer relationship
- for the purpose of meeting legal employment obligations

If HQ conducts online collaboration, social media or market research, it may also ask for public opinions about its services or activities. HQ will treat these opinions as personal information in accordance with the APPs if they contain personally identifiable information.

How HQ collects and holds personal information

If it is reasonable and practical to do so, HQ will collect personal information directly from the persons concerned and with their consent. This may be through application forms, over the telephone, the Internet, or in person.

HQ may also need to collect personal information from other people or organisations. This information is collected with the person's consent, except for in circumstances allowed for by legislation. Sometimes this may happen without direct involvement. Some examples of the people or organisations from which HQ may collect personal information about persons are:

- sporting organisations and affiliated clubs
- publicly available sources of information
- person's representatives (such as a parent, coach, legal adviser, medical practitioner)
- person's employers
- other government agencies
- law enforcement agencies

So that HQ can better tailor information and services to individual needs, when it sends email messages, it may use technology to identify persons to know when email is opened or links used within an email.

If persons log into HQ intranet/extranet services, information will be collected from them to confirm their identity.

HQ will hold the information it collects on electronic systems, and where appropriate in paper format. HQ holds its information on a cloud based system. Individual services may also use third party cloud services.

When HQ will not need to collect personal information

Depending on the nature of a person's relationship with HQ, they may not need to personally identify themselves.

Persons generally have a right to pseudonymity or anonymity when dealing with HQ, unless:

- HQ is required or authorised by or under an Australian law, or a court/tribunal order to deal with individuals who have identified themselves;
- it is impracticable to deal with individuals who have not identified themselves; and
- the person is receiving a service or financial benefit from HQ - which necessitates assurance that the service or monies are being directed to an identified person

How HQ will keep personal information accurate and up-to-date

HQ seeks to maintain the quality of its information holdings by taking reasonable administrative and technical steps to make sure that the information collected, used and disclosed is accurate, complete and up-to-date.

How HQ will keep information and data secure

The only people who have access to personal information are management committee members of HQ, those staff accredited by partner sport organisations, and those who perform services for HQ who need personal information to do their jobs. All the management committee members of HQ are made aware of good privacy practices and are bound by the HQ Management Committee Code of Conduct to not misuse personal information. Those who perform services on HQ's behalf are also bound by contractual agreements that include privacy clauses.

If we no longer require an individual's personal information, HQ will take reasonable steps to destroy it in a secure manner or remove identifying features from it. This is subject to any legal obligation (such as the Archives Act 1983) that requires HQ to keep information for a certain period of time.

In what circumstances would HQ provide personal information to others

HQ may provide personal information to external organisations. Generally, these are organisations that help HQ conduct its programs and activities. These organisations may include:

- sport partners including affiliated clubs
- local, state and national government agencies
- cloud based services that host HQ data on its servers
- authorised representatives of HQ
- payment systems operators (for example, our online shop to receive credit card payments)
- our accountants, auditors or lawyers
- person's representatives (for example a parent, coach, legal adviser, medical practitioner).

HQ seeks to work collaboratively with a range of sport organisations (including Handball Australia, member affiliated clubs, Queensland State sporting institutes, Academies of Sport, Queensland state and independent education institutions and Australian national and state government departments) to deliver its programs. This collaboration includes using shared information holding systems and sharing information which was collected for the primary purpose of delivering sport services. Where HQ shares personal information it will do so where the system and the organisation meets the privacy expectations of HQ.

HQ strives to limit the information it provides to other external organisations to what they need to provide their services to us - or to provide services to HQ clients. HQ ensures that any organisation that it contracts with:

- meets the privacy standards required by HQ in protecting personal information and complies with the *Privacy Act 1988 or if overseas*, a law, or binding scheme, that has the effect of protecting the information in a way that, overall, is at least substantially similar to the *Privacy Act*; and
- uses the personal information provided only for the purposes of the specific service being provided to HQ, and for no other purpose.

HQ may also need to provide personal information to external parties where:

- the information relates to a sports drug and safety matter or is otherwise relevant to the performance of the functions of the Australian Sports Anti-Doping Authority and as such may be provided to the Australian Sports Anti-Doping Authority;
- HQ is required to by law or has a public duty to do so. For example, a Court, a regulator (such as the Australian Taxation Office or the police can compel HQ to disclose personal information to them); or
- persons have expressly consented to their personal information being supplied to others for particular purposes

Disclosure of HQ held personal information to overseas recipients

HQ seeks to limit where possible the disclosure of personal information to overseas recipients.

HQ provides its services to promote Queensland representative team handball and Queensland handball athletes throughout the world, which at times requires personal and/or sensitive personal information to be disclosed overseas.

HQ may also need to provide personal information to overseas recipients, where:

- the information relates to providing information to an international sporting organisation (for example the IOC, IHF) for the purposes of administering or assisting sport and sporting competition
- the information relates to an anti-doping and/or safety matter or is otherwise relevant to the functions of the World Anti-Doping Authority
- the information is provided in the management of travel or logistics for administering staff, athletes and teams
- a person has expressly consented to their personal information being supplied to overseas recipients.

HQ contracts overseas commercial organisations to provide products or services to HQ or its clients. These agreements are entered into where:

- HQ has conducted a risk assessment;
- the organisation meets the privacy and security standards required by HQ in protecting personal information; and
- the organisation uses personal information only for the specific service HQ asks them to provide, and for no other purpose.

Access to personal information held by HQ and the correction of that information

Any person who believes that HQ holds personal information about them may contact the HQ Secretary to seek access to that information in accordance with APP 12.

If after accessing information held about any person, they consider that it is inaccurate, out-of-date, incomplete, irrelevant or misleading for the purposes for which it is held, then they may request HQ to amend it in accordance with APP 13.

In the first instance a person can request access to their personal information by contacting HQ.

By post:

Secretary

Handball Queensland

PO Box 1085

Springwood QLD 4127

By email: handballqld@gmail.com

HQ may not always be able to provide access to all the personal information it holds about a person. For example, it may not be able to provide access to information that would reveal personal information about another person. Any person may also obtain access to their personal information held by HQ through the *Privacy Act 1988* and the *Freedom of Information Act 1982*.

How HQ will handle complaints

HQ will be efficient and fair when investigating and responding to any privacy complaints.

HQ complies with the Guidelines published by the Office of the Australian Information Commissioner in relation to complaints management.

Any privacy complaints received by HQ must be in writing and will be initially investigated by the HQ President and Secretary, and will be escalated as required. HQ will respond to all complaints within a reasonable time period appropriate to the specific complaint.

Any person may also complain to the Australian Privacy Commissioner who may investigate HQ's actions. The Commonwealth Ombudsman may also investigate complaints about HQ actions. However, the Commonwealth Ombudsman and the Privacy Commissioner will consult to avoid the same matter being investigated twice.