

MOTORCYCLING NSW
PRIVACY
POLICY

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Title: Privacy Policy

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Responsible Persons: Motorcycling NSW Board

Authority: This document is a Policy made pursuant to the Motorcycling NSW Constitution. MNSW may unilaterally introduce, vary, remove or replace this Policy at any time.

PRIVACY POLICY

The protection of personal information is important to Motorcycling NSW Limited (**MNSW**). MNSW is committed to respecting the right to privacy and the protection of personal information.

This document sets out how MNSW may collect, hold and use personal information. By providing your personal information to MNSW, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

Why does MNSW collect personal information?

"Personal information" is information or an opinion (including information forming part of a database), whether true or not, and whether recorded in material form or not, about an individual whose identity is reasonably apparent, or can be reasonably ascertained, from the information or opinion.

MNSW collects personal information in order to properly and efficiently carry out its functions, including to provide you requested products and services, and to facilitate the provision of marketing and promotion services that may be of interest to you.

MNSW uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). We may state a more specific purpose at the point we collect your information.

If you do not provide us with the information that we request, we may not be able to provide you with our products or services.

What personal and sensitive information does MNSW collect?

Personal Information

Personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.

The information collected by MNSW about a particular person will vary depending on the circumstances of collection. It may include, but is not limited to, a person's contact details (name, email and/or postal address, phone number), date of birth, place of birth, gender, motorcycle and/or driver's licence number, insurance details, bank account or credit card details, employment history, Medicare number, birth certificate, blood type, working with children check, parent or guardian contact information, qualifications or communication history with MNSW.

Sensitive Information

If it is reasonably necessary in the circumstances, MNSW may also collect sensitive information (which is a type of personal information) such as your medical history (including details of any health conditions or any allergies you may have), nationality/ethnicity or disability backgrounds.

Sensitive information is afforded a higher level of privacy protection than other personal information. Where you provide sensitive information to MNSW, you also provide consent to MNSW collecting it in accordance with this Privacy Policy, unless you tell us otherwise.

How does MNSW collect personal and sensitive information?

Information may be collected when you:

- a) become a member of MNSW or of another body which is a member of or affiliated with MNSW
(Affiliate);
- b) join or register for a program of MNSW;
- c) enter an event conducted exclusively by, or jointly with, MNSW;
- d) enter personal information into, or agree to having your personal information entered into, one of MNSW's online systems or by completing any form provided or made available to you by MNSW;
- e) subscribe to any publication of MNSW or an Affiliate, including electronic publications;
- f) provide details to MNSW or an Affiliate in an application, consent form, survey or feedback form;
- g) enter personal information into, or agree to having your personal information entered into, one of MNSW's online systems;
- h) access MNSW's website (www.motorcycling.com.au) or a website of an Affiliate;
- i) contact MNSW via email, social media, telephone or mail or engage with MNSW via social media;
- j) participate in any program, activity, competition or event run, administered or sanctioned by MNSW or an Affiliate (which may include participants submitting photos or videos);
- k) purchase tickets to a MNSW or other sporting event from MNSW or an authorised agent;
- l) purchase merchandise, products or services from MNSW or an authorised agent or licensee;
- m) are elected or appointed to the board or a committee of MNSW; or
- n) apply for employment or a volunteer position with MNSW or an Affiliate.

Personal information may also be collected where MNSW is required to do so by law (for education, child protection obligations, work health and safety laws, equal opportunity, charitable collections, medical treatment or other legislation in Australia).

Providing information

Depending on the circumstances, some types of information will be required, and others might be optional. If you do not provide some or all of the information requested, this may affect MNSW's ability to communicate with you or provide the requested products or services.

By not providing requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with MNSW or an Affiliate. If it is impracticable for MNSW to deal with you as a result of you not providing the requested information or consent, MNSW may refuse to do so.

Collection from third parties

MNSW or an Affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child.

In many circumstances, MNSW collects information from Affiliates or other third parties.

Examples of such third parties could include, without limitation, other state controlling bodies of Motorcycling Australia (**SCBs**), Motorcycling Australia, Motorsport Australia, the Fédération Internationale de Motocyclisme, Australian Grand Prix Corporation, motorcycle clubs and other members of MNSW, the NSW Office of Sport, Sport NSW, schools and other education institutions, Sport Australia, Sport Integrity Australia, non-affiliated organisations or government and law enforcement bodies.

Information storage and protection

MNSW stores information in different ways, including in paper and electronic form.

Much of the information we collect from and about our members and from or about people who register their interest in MNSW is added to MNSW's database. When your information is entered into MNSW's database, the information may be combined or linked with other information held about you.

Security of personal information is important to MNSW. MNSW has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures MNSW uses include strict confidentiality requirements of our employees, volunteers, Affiliates and service providers, security measures for system access and security measures for our website.

We seek to protect your personal information from any unauthorised loss, disclosure or access. However, if a serious data breach occurs, we must notify you if required under the Privacy Act regarding the circumstances of the breach and may also need to advise the Office of the Australian Information Commissioner.

How does MNSW use and disclose personal and sensitive information?

Use

MNSW, and third parties to whom we may disclose personal information in accordance with this Privacy Policy, may use your personal information to:

- a) verify your identity;
- b) complete background checks;
- c) administer your membership of MNSW and deal with any and all associated matters;
- d) research, develop, run, administer, conduct and market events, competitions, programs, activities and other events related to MNSW;
- e) research, develop and market products, services, merchandise and special offers made available by us and third parties including but not limited to Affiliates and our licensees, preferred suppliers or sponsors; see [Direct marketing](#);

- f) to enable us, corporate partners, preferred suppliers and sponsors, as well as their related bodies corporate, to market and promote their products and services to you;
- g) respond to emergency situations involving or requiring medical treatment;
- h) administer, manage and provide you with access to MNSW's website and social media channels;
- i) administer MNSW's customer relationship database;
- j) provide you with news and information about MNSW and its products and services;
- k) manage and enhance MNSW's products and services;
- l) investigate your activity that we suspect to be a breach of any of MNSW's terms and conditions, and administer applicable grievance and disciplinary processes; and
- m) keep you informed of news and information relating to various events and motorcycling events and activities of MNSW, activities and opportunities via various mediums.

MNSW may use health information to ensure that programs we operate are run safely and in accordance with any special health needs participants may require. Health information may also be kept for insurance purposes. In addition, we may use de-identified health information and other sensitive information to carry out research, to prepare submissions to government, or to plan events and activities.

Disclosure

MNSW may disclose your personal information to a range of organisations which include, but are not limited to:

- a) other SCBs, Motorcycling Australia, Motorsport Australia, the Fédération Internationale de Motocyclisme and Australian Grand Prix Corporation;
- b) Motorcycling Australia's members, third party service providers, professional advisers and companies it engages to carry out functions and activities on Motorcycling Australia's behalf, including direct marketing; see [Direct marketing](#)
- c) Affiliates;
- d) companies we work with in staging events;
- e) companies we engage to carry out functions and activities on MNSW's behalf, including direct marketing; see [Direct marketing](#).
- f) our third-party service providers in connection with any of the categories of use identified above;
- g) our professional advisers, including our accountants, auditors and lawyers;
- h) our insurers;
- i) external organisations engaged to assist MNSW conduct disciplinary or other regulatory proceedings in relation to its and its Affiliate's members;

- j) relevant sporting bodies such as Sport Australia, Sport Integrity Australia, the, Australian Institute of Sport, various national sporting bodies, Federal and State/Territory Departments of Sport amongst others; and
- k) in other circumstances permitted by law; see [Other Disclosures](#).

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, MNSW will use its best endeavours to ensure such parties are subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably similar to the Australian Privacy Principles.

Direct marketing

We will use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers acting on our behalf).

If you do not wish to receive email, SMS or posted offers from MNSW, you may opt-out by using the link provided. Alternatively, you may advise us at any time by contacting MNSW via the contact details set out in this policy.

Other disclosures

In addition, MNSW 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.

MNSW's website

When users visit MNSW's 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. MNSW uses this information to help analyse and improve the performance of MNSW's website.

In addition, we may use "cookies" on MNSW's 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. MNSW 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 MNSW's website are not subject to MNSW's privacy standards, policies or procedures. MNSW cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third-party website.

Accessing and seeking correction of information held by MNSW

MNSW will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

We encourage all users to regularly review and update their personal information. If you would like to access personal information that we hold about you, we require you to put your request in writing. If we do not allow you access to any part of the personal information we hold about you, we will tell you why.

Individuals may also request access to their personal information held by us by making a request via the contact details set out below. We will respond to your request for access within 14 days and endeavour to provide the requested information within 30 days. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will see that it is corrected.

Resolving privacy issues and complaints

Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to MNSW in one of the following ways:

- **By telephone** on (02) 8378 0790

- **Write to:**

Privacy Officer
Motorcycling NSW Limited
9 Cooper Street
Smithfield NSW 2164

- **By email** to mnsw@motorcycling.com.au

We will respond to your complaint within a reasonable period and try to resolve your complaint for you. If we are unable to resolve your complaint or you are unhappy with the outcome, you can contact the Office of Australian Information Commissioner via its enquiries line 1300 363 992 or website <http://www.oaic.gov.au/> to lodge a complaint.

For further information on MNSW's management of personal information, please contact MNSW.

MNSW may amend this Privacy Policy from time to time.



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