



BRISBANE LIONS AUSTRALIAN FOOTBALL CLUB PRIVACY POLICY



PRIVACY STATEMENT

In handling your personal information, the Brisbane Bears-Fitzroy Football Club Limited (Brisbane Lions) is committed to complying with the Privacy Act 1988, and the National Privacy Principles.

PROTECTING YOUR PRIVACY

Protecting your privacy and the confidentiality of your personal information in a secure and controlled way is extremely important to us.

We understand the importance of privacy to our customers, which include our members, sponsors, supporters and corporate partners and that is why we are committed to ensuring that our systems and procedures protect your personal information.

The Brisbane Lions Privacy Policy seeks to provide a clear and concise explanation of how and when we collect, use and store personal information from members.

This Privacy Policy covers the entire operations of the Brisbane Lions.

COLLECTION OF PERSONAL INFORMATION

We collect personal information from you when you apply for and renew membership. As a result, we collect most personal information directly from you.

The type of information collected and stored by the Brisbane Lions generally includes your name, address, age, date of birth, telephone number, membership number, e-mail address, fax number, product and services preferences and financial details such as credit card details when you use this medium to make a payment. In certain circumstances we may also collect sensitive information such as health details. Sensitive information will not be used by the Brisbane Lions for any other purpose than that for which it is collected.

There may be occasions when we need to source personal information about you from a third party. For example, we may collect personal information from your employer in respect of corporate hospitality events. We will only use the information obtained for the purpose in which it was collected.

USE OF PERSONAL INFORMATION

We collect information from you to enable us to:

- provide membership benefits to you;
- provide you with the products and services you require; and
- provide you with information about products and services available to you from the Brisbane Lions and associated businesses including information about discounts, competitions and special offers.

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

- increasing our relationship with you;
- internal accounting and administration;
- regulatory reporting and compliance;
- protecting you and the Brisbane Lions from error and fraud;
- communicating with your executor, administrator, trustee, guardian or attorney.

We may contract out some of our functions and activities to third parties; for example, we may provide names and addresses to a mailing house to mail membership details or special offers 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 also ensure confidentiality clauses are included in service contracts with these organisations.

We do not use your tax file number (TFN), pension number, Medicare number or any other Commonwealth agency identifier as your membership number. We will only use and disclose these numbers for the purposes required by law.

ANONYMITY

Where it is lawful and practicable, the Privacy Principles provide that individuals must have the option of not identifying themselves (ie remaining anonymous) when entering into transactions with an organisation. Due to the nature of the transactions conducted between you and the Brisbane Lions, anonymity is not always possible.

PROVIDING YOUR PERSONAL INFORMATION TO OTHER PARTIES

In providing products and services to you it may be necessary for us to provide your personal information to other organisations with whom we conduct business.

Such organisations include related entities, solicitors and legal advisors, accountants and auditors, printers and mailing houses, insurers, telemarketers and marketing consultants.

Your personal information is only provided to those entities to the extent necessary to enable us to provide our products and services to you and to the extent required by law.

Brisbane Lions undertakes not to sell, rent or trade your personal information to any other party.

We have a duty to keep all personal information we hold about you.

We will not disclose information about you unless the disclosure is:

- *Compelled by Law* – for example, various Government departments and agencies have the power to order us to disclose information on you and disclosure to the Courts under warrant or subpoena.
- *Authorised by Law* – for example, where a crime, fraud or misdeed is committed or is suspected, and disclosure in the public interest and against the member's rights to confidentiality is justified.
- *In the Brisbane Lions Interest* – for example, disclosure to a Court in the event of legal action to which the Brisbane Lions is a party.
- *With your Consent* – you have consented to our disclosing the information about you.

Your consent is important, and can be expressed or implied. Your expressed consent can be verbal or written.

Your implied consent can be taken when we can reasonably conclude that you have given consent by some action you take, or when you decide not to take action. For example, if you use our telephone payment system and continue the call after hearing the recorded message telling you that the call may be monitored or recorded for training purposes you have given us your implied consent to monitor or record your call.

MARKETING INFORMATION

If you consent to us doing so, we may provide you with information from time to time about new products and services available to you from the Brisbane Lions, or other businesses with whom we have a relationship.

Your consent to our providing this information to you will be implied unless you notify us that you do not wish to receive this information. You may do this by contacting our Privacy Officer and advising that you do not wish to receive marketing information.

WHAT IF YOU DO NOT WISH TO PROVIDE US WITH INFORMATION?

In order to provide products and services to you we require information about you. If you do not provide us with all of the information we require, we may be unable to accept your application for membership or provide products and services to you.

KEEPING YOUR PERSONAL INFORMATION UP TO DATE

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 will collect personal information. If you find that current personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will correct it.

ACCESSING YOUR INFORMATION

Under the Privacy Act, you have a right to access personal information we hold about you.

Brisbane Lions shall, on request, provide you with information we hold about you which is readily accessible and which may lawfully be provided. Brisbane Lions requires that you, as clearly as possible, identify the information requested and where it may be located.

If the information is incorrect, you have the right to require us to amend this information.

Brisbane Lions may recover from you its reasonable cost of supplying you with this information. Brisbane Lions will advise you of the anticipated cost before retrieval and/or copying of the documentation is undertaken. Your request to provide information will be dealt with in a reasonable time, usually 10 days from the date of request.

STORING YOUR PERSONAL INFORMATION SECURELY

We protect any personal information that we hold from misuse and loss. We also protect it from unauthorised access, modification and disclosure.

Only authorised users can access your personal information and access is only for approved purposes.

Your personal information may be stored in hardcopy documents, as electronic data, or in the Brisbane Lions software or systems.

We maintain physical security over our paper and electronic data stores and premises, such as locks and security systems. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems.

BRISBANE LIONS SECURITY POLICY

We have comprehensive security policies and procedures documented in our internal security policy. Your personal information will be recorded, amended and deleted only by authorised means. In addition, all employees sign confidentiality agreements as a condition of working for the Brisbane Lions.

WEB SITE SECURITY AND PRIVACY

The Internet has rapidly changed the way we do business – it allows the Brisbane Lions to provide services that you can access from the convenience of your own home or office.

We understand that you may be concerned about the confidentiality and security of the personal information we collect about you online. Accordingly, we have systems in place to ensure our online dealings with you are as secure and confidential as your dealings with us in person, or on the telephone.

Any data you enter is returned to our server under an encryption program that is meaningless to anyone else. Network security includes firewall and virus protection and network intrusion detection systems. As part of the Internet ordering and payment system, when you enter information it is passed as encrypted (secured) information from one screen to another. This information is not written to your hard disk at all, but stored in memory. Once your session is terminated, the session object is destroyed.

Details relating to our web site security and privacy are available from the Brisbane Lions Web Site at www.lions.com.au

RESOLVING YOUR CONCERNS

We respond quickly to complaints. If you believe that the privacy of your personal information has been compromised, you are entitled to complain. We will respond to your complaint as soon as possible but within 5 working days, to let you know who is responsible for managing your complaint. We will try to resolve the complaint within 10 working days. When this is not possible, we will contact you within that time to let you know how long we estimate it will take to resolve the complaint.

We have also appointed a Privacy Officer who will objectively and impartially investigate your complaint if you are dissatisfied with our internal complaints process. If we refuse to give you access to the personal information you request we will, under the National Privacy Principles, provide you with reasons for our refusal.

HOW TO MAKE A COMPLAINT ABOUT PRIVACY

If you have a complaint about privacy, contact the person or department that you have been dealing with. We will take responsibility for your complaint at the point where the problem occurs. If your complaint is not resolved to your satisfaction, you can then contact our Privacy Officer between 8.30 am and 5 pm Eastern Standard Time, to deal with your complaint.

Phone: 3335 1777
Mail: Privacy Officer
Brisbane Lions AFC
PO Box 1535
COORPAROO DC QLD 4151
Fax: 3335 1766
Email: privacy@lions.com.au

CHANGES TO THIS POLICY

Brisbane Lions may make changes to this Privacy Policy from time to time for any reason. We will publish those changes on our web site.

NEED MORE INFORMATION?

If you have a query on how your personal information is collected and used, or any other query relating to the Brisbane Lions Privacy Policy, call the Club on 3335 1777 from 8.30am to 5pm, Monday to Friday.

Brisbane Bears-Fitzroy Football Club Ltd

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