



## **HORSE RIDING CLUBS ASSOCIATION OF VICTORIA INC. (A0002667H)**

### **PRIVACY POLICY**

The protection of personal information is important to the Horse Riding Clubs Association of Victoria Inc. (**HRCVA**). The HRCVA is committed to respecting individual's privacy and the protection of personal information.

This document sets out how the HRCVA may collect, hold and use personal information. By providing your personal information to the HRCVA, affiliated Clubs or officers and officials of the Association, you consent to its use, storage and disclosure by the HRCVA in accordance with this Privacy Policy.

#### **Why does the HRCVA collect personal information?**

The HRCVA collects personal information in order to properly and efficiently carry out its functions. This includes providing support to affiliated Clubs and members by maintaining a central database of information, administration of the members' insurance program, providing members with services such as Level Assessment and tracking of competition results, and to facilitate the promotion of services and goods that may be of interest to you.

The HRCVA 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.

#### **What personal and sensitive information does the HRCVA 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.

The information collected by the HRCVA 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, residential address and/or postal address, phone numbers), age, club membership status, gender, insurance details, assessment details, competition results, qualifications or communication history with the HRCVA.

##### *Sensitive Information*

If it is reasonably necessary in the circumstances, the HRCVA may also collect sensitive information (which is a type of personal information) such as your disability backgrounds and medical history, including medical conditions or prescription drugs that may impair reaction times or judgement. For example: this information is required where a member seeks an exemption to the rules to compensate for a disability or medical condition.

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

#### **How does HRCVA collect and hold personal information?**

The HRC AV maintains a register of Clubs and members from information collected from HRC AV Clubs. The member information provided by HRC AV clubs includes name, address, contact details, gender, category of membership and age/age group.

Information may also be collected by the HRC AV when you:

1. subscribe to any publication of the HRC AV;
2. provide details to the HRC AV in an application, consent form, survey, feedback form or incident report;
3. enter personal information into, or agree to having your personal information entered into, an HRC AV online system;
4. access the HRC AV website;
5. contact the HRC AV via email, telephone or mail or engage with the HRC AV via social media;
6. participate in any program, activity, competition or event run by the HRC AV or an HRC AV Club;
7. purchase merchandise, products or services from the HRC AV;
8. are elected or appointed to a committee of the HRC AV; or
9. apply for employment or a volunteer position with the HRC AV or an HRC AV Club.

Personal information may also be collected where the HRC AV 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).

#### *Providing information*

If you do not provide some or all of the requested information, this may affect the HRC AV 's ability to communicate with you or provide you with the full range of services.

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

#### *Collection from third parties*

The HRC AV or an HRC AV Club may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, the HRC AV collects information from other third parties. Examples of such third parties could include, without limitation, non-affiliated horse riding organisations or government and law enforcement bodies as required by law.

#### *Information storage and protection*

The HRC AV stores information in different ways, including in paper and electronic form.

Much of the information we collect from and about our members is added to the HRCAV's membership database. When your information is entered into the HRCAV's database, the information may be combined or linked with other information held about you.

Security of personal information is important to the HRCAV. The HRCAV has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures the HRCAV uses includes confidentiality requirements of our employees, volunteers, HRCAV Clubs and service providers and security measures for membership database access.

### **How does the HRCAV use and disclose personal information?**

#### *Use*

Our use and disclosure of information about you is dictated by any services you take up with the Association and/or your involvement in HRCAV or HRCAV Club activities, events and programs. For example: provision of insurance, participation in HRCAV competitions, accreditation as an HRCAV judge or official. We will not use or disclose this information for a purpose unrelated to the functions of the Association or outside your reasonable expectations unless we have your agreement or need to meet a legal obligation or authority.

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

1. verify your identity;
2. satisfy legislative and regulatory requirements for employment or the management of Incorporated Associations;
3. research, develop, run, administer and market competitions, programs, activities and other events relating to horse riding;
4. research, develop and market products, services, merchandise and special offers of benefit to members made available by us and/or third parties;
5. respond to emergency situations which have the potential to impact members;
6. administer, manage and/or provide you with access to the HRCAV Website and/or database;
7. keep you informed of news and information relating to various events, activities and opportunities via various mediums.

The HRCAV may use health information to ensure that programs we operate are run safely and in accordance with any special health needs participants may require or to provide exemptions to the rules to allow members to participate in HRCAV endorsed events. Health information may also be kept for insurance purposes.

#### *Disclosure*

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

1. HRCAV Clubs;
2. companies we engage to carry out functions and activities on HRCAV's behalf,

3. our professional advisers, including our accountants, auditors and lawyers;
4. our insurers and
5. in other circumstances permitted by law.

#### *Direct marketing*

We may use non-sensitive personal information for marketing purposes (including disclosure of such information to HRCVA sponsors)

If you do not wish to receive e-mail, SMS or posted offers from the HRCVA or marketing information from official sponsors, you may opt-out by at any time by notifying the HRCVA Administrative Officer via the contact details set out in this policy.

#### *Other disclosures*

In addition, the HRCVA may also disclose personal information:

1. with your express or implied consent;
2. when required or authorised by law;
3. to an enforcement body when reasonably necessary; or
4. to lessen or prevent a threat to an individual or public health or safety.

#### *HRCVA website*

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

In addition we may use “cookies” on the HRCVA website. Cookies are small text files that assist our website retain user preferences to improve the experience of using our website. In some cases, the cookies that we use may collect some personal information. The HRCVA 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 HRCVA website are not subject to the HRCVA's privacy standards, policies or procedures. The HRCVA 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 the HRCVA**

The HRCVA 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 you to update your personal information as necessary. If you would like to access the personal information that we hold about you, please let us know by making a request via the contact details set out below. We will respond to your request for access within a reasonable period. 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 correct it.

## **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 the HRCav Administrative Officer at this address:

HRCav  
PO Box 209  
Nunawading Vic 3131  
Email: [info@hrcav.com.au](mailto:info@hrcav.com.au)  
Phone: (03) 9877 0330

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 the HRCav's management of personal information, please contact the HRCav.

The HRCav may amend this Privacy Policy from time to time.