



REBOUND VOLLEYBALL  
QUEENSLAND

**Rebound Volleyball Queensland**

**Privacy Policy**

**Updated: December 2019**

1. Introduction

RVQ is committed to respecting the right to privacy and the protection of personal information of their players. This Privacy Policy explains how RVQ collects, collates, stores, uses & discloses the players' personal information.

2. Collection of information

2.1. When is information collected?

Information will be collected from a person when they:

- Become a member of RVQ for the purpose of playing Interclub challenges, State Title competitions and or any other RVQ event.
- Voluntarily provide their details in order to receive information from RVQ

2.2. What information is collected?

The information collected from players/members may include but is not limited to:

- A person's full name
- Email and/or postal address
- Date of birth
- Playing club / centre
- School person attends (where relevant)
- Gender
- Credit card details
- Communication history with RVQ
- Transactional information in respect of the use of RVQ services
- Volleyball specific qualifications
- Roles performed at previous volleyball events and/or programs
- Photos of players / action images / video footage for inclusion on the RVQ website and / or for coaching & development purposes

RVQ is required by law to obtain consent in the collection of 'sensitive' information and as such, will assume consent to the collection of all sensitive information provided to us for use in accordance with this Privacy Policy, unless told otherwise.

RVQ may disclose personal information in certain circumstances.

For example:

- When required by law
- To an enforcement body where reasonably necessary
- To lessen or prevent a threat to an individual or public health or safety.

3. Using and disclosing personal information

All personal information collected by RVQ is only available to those authorised individuals who need to handle that information for the purpose of its collection. In some circumstances, personal information may also be disclosed outside RVQ (eg. To medical providers and organisations required by law).

We will assume consent to use non-sensitive information to provide better services and for direct marketing purposes (this may include receiving up to date information about events, news and sponsors' products/services/offers etc).

Every person whose data is collected by RVQ will have the option to refuse e-mail or posted offers from RVQ by notifying the RVQ's secretary on [info@rvq.com.au](mailto:info@rvq.com.au)

4. Keeping personal information accurate and up to date and secure

RVQ will take all reasonable steps to ensure that the personal information it collects is accurate, complete and up to date. Personal information can be corrected, completed or updated by contacting the RVQ secretary on [info@rvq.com.au](mailto:info@rvq.com.au)

5. Protecting personal information

RVQ stores information in different ways, including by paper and electronic form. The security of personal information is important to RVQ and reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure will be taken.

Some of the security measures RVQ uses include:

- Confidentiality requirements of our employees and service providers
- Security measures for system access
- Security measures on the RVQ website – [www.rvq.com.au](http://www.rvq.com.au)

6. Linked websites

Websites linked to the RVQ website are not subject to RVQ's privacy standards, policies or procedures. These individual websites would need to be contacted or reviewed directly to determine their privacy standards, policies and procedures.

7. Access and correction

Access to an individual's own personal information held by RVQ is permitted, except as otherwise provided under law. If an individual wish to access their information held by RVQ they should make a written request to the RVQ secretary. Please note, that in the interest of protecting the privacy of all our members, RVQ must properly identify the individual.

8. Sensitive information

RVQ is required by law to obtain consent in the collection of 'sensitive' information. Sensitive information includes (but is not limited to) health information. RVQ will assume consent to the collection of all sensitive information provided to us for use in accordance with this Privacy Policy, unless told otherwise.

9. Removal from RVQ's database

Any person who does not want to receive emails or posted offers and/or wishes to be deleted from RVQ's database, should do so in writing and make this request directly to the secretary at [info@rvq.com.au](mailto:info@rvq.com.au)

10. Privacy collection statement

Privacy Collection Statement as included in the RVQ Membership form. I understand that the information I have provided is true and correct, to the best of my knowledge, for the objectives of Rebound Volleyball Queensland. I acknowledge and agree that the information will only be used for the objectives of Rebound Volleyball Queensland, for general business and to provide me with membership services.

Any issues or complaints in relation to the collection, use, disclosure, quality, security and access of your personal information, may be made to the RVQ secretary.

11. RVQ Documents

Rebound Volleyball Queensland may make amendments to its privacy policy/code of conduct/conditions of nominations without prior notice to its members, players, coaching staff, spectators, referees and committee members, whereby changes are needed to be made for legal reasons or the protection of personal information.