

Privacy Policy



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1. Introduction

This Privacy Policy (**Policy**) applies to AusCycling Limited ABN 70 644 149 351, (referred to in this Policy as **AusCycling, us** or **we**), the website www.auscycling.org.au (**Website**) any video streaming platform and any other website or mobile application (**App**) we operate.

This Policy should be read together with our [Terms of Use](#) and any other conditions governing your use of our Website or use of our App, and any location specific legal notice.

In this Policy:

- **Personal Information** means any information or an opinion about an individual from which that individual can be reasonably identified. It does not include information that has been de-identified.
- **Privacy Act** means the *Privacy Act 1988* (Cth) and includes the Australian Privacy Principles (**APPs**) and applicable privacy regulation.

This Policy sets out the types of personal information that we may collect and how that personal information will be used, disclosed and protected. This policy also explains how you can access or amend any personal information we hold about you, and how you may make a complaint. By providing your personal information to us, you consent to its use storage and disclosure in accordance with this Policy.

2. Collection, Use and Disclosure of Information

Types of personal information we collect

We only collect personal information that is necessary for the dealings you have with us but will typically include (but not limited to) your name, email address, mailing address, and telephone numbers.

Members and prospective members

If you become a member of AusCycling and/or participate in member events or activities, we will collect various personal details such as:

- your age, emergency contact details, details of your country of citizenship, and other details needed to complete your application form or membership agreement.
- some sensitive information, including details of your country of citizenship, health information about injuries you have or if you submit a health insurance claim; and
- any additional personal information you provide to us, or authorise us to collect, as part of your interaction with AusCycling.



Other people we interact with

We may also collect your personal information in other dealings with you, for example:

- when you contact us, subscribe to our news updates, register for our events, or online purchases, we may require you to provide us with contact information including your name, address, telephone number or email address and any financial information if payment is required;
- when you submit any personal information to us when leaving feedback, complaints or questions in relation to our services, we may keep a record;
- when you post comments or submit an image or video to us or our social media platforms, we may keep a record and/or use it for promotion and marketing purposes;
- if you apply for a job vacancy or volunteer position with us or via any third party recruitment service we use, we will collect your CV and other application information (such as details of relevant qualifications) required to allow us to assess your application and to retain for human resources purposes;
- from your dealings with us in the normal course of business through meetings, phone calls, letters, emails as well as via mailing lists, advertisers and commercial agreements; and
- where we are required to do so by law (i.e. for education, child protection, work health and safety laws, charitable collections, medical treatment or other legislation in Australia).

Sensitive information

Sensitive information is type of personal information that also includes information or an opinion about someone's racial or ethnic origin, political opinions, membership of a political association, professional or trade association or trade union, religious beliefs or affiliations or philosophical beliefs, sexual preference or practices, criminal record, health, genetic, information or disability.

If it is reasonably necessary in the circumstances, we may collect sensitive information. The purpose of collecting sensitive information about you is to provide it to our event insurance providers, to ensure our programs and events are run safely and to assist with preparation of submissions to government for funding. We only use your sensitive information for this purpose and no other purpose. The types of sensitive information we collect may include details of any injury, any previously sustained injuries, disabilities and any other relevant health related information, and information that may disclose race or ethnicity.

AusCycling is required by law to obtain consent when collecting sensitive information. We will assume consent to the collection of all sensitive information that is provided to it for use in accordance with this Privacy Policy, unless told otherwise.

Why we collect your personal information

We collect your personal information primarily for the purpose of including but not limited to, providing membership and facilitating participation in our events and activities. We may also collect and use your personal information for planning and market research purposes, to promote AusCycling and its events and local clubs, for developing, running administering and marketing competitions, programs, activities and other events relating to the sport of cycling and all its disciplines including road and track cycling, mountain biking and BMX, to verify your identity, to complete background checks, innovate our delivery of products and services, to inform you about our events and promotions (and sometimes those of our



carefully selected partners), and any related secondary purpose which we believe you would reasonably expect.

How we use and disclose your personal information

Any personal information that you provide to AusCycling will be used for one or more of the purposes set out in 2.5 above and for which you disclosed it to us. We may also use and/or disclose your personal information for other purposes which you consent to or which are required or permitted by law. This may include for a secondary purpose that is related to a purpose for which we collected it, and for which you would reasonably expect us to use or disclose your personal information.

We will not disclose personal information to any third parties except:

- if you participate in an AusCycling event, we may pass your registration information on to our event partners (such as our affiliated clubs or other event organisers) for the purposes of facilitating the event, and we may list your name, club, age category, state of residence, UCI ID, team and results on our Website where we are required or authorised to do so by law;
- to other companies or individuals who assist us in providing services or who perform functions on our behalf (such as third-party service providers, specialist consultants, hosting and data storage providers);
- to our partners for the purpose of providing member benefits;
- to companies we engage to carry out functions and activities on our behalf, including direct marketing (see 2.7 Direct Marketing);
- if you become a member, to our insurance providers from time to time (**insurer**) for the purposes of assessing your insurance needs and providing you with an insurance policy;
- our professional advisers, including our accountants, auditors and lawyers;
- relevant sporting bodies such as the Union Cycliste Internationale (**UCI**), Australian Sports Commission/ Sport Australia, Sport Integrity Australia, Australian Institute of Sport, various National Sporting Organisations, Federal and State Departments of Sport amongst others;
- in other circumstances permitted by law;
- where you have provided your express or implied consent to the disclosure;
- when required or authorised by law;
- to an enforcement body when reasonably necessary; or
- to lessen or prevent a threat to an individual or public health or safety.

Some anonymous demographic information may be provided to advertisers so they can assess whether they wish to participate in advertising, and if so, this information may play a role in the design of their advertisements for the Website or mobile apps. All information disclosed in these circumstances will be stripped entirely of all identifying features so that it does not identify you.

Except as otherwise stated, we do not disclose or publish personal information collected through our Website without your express consent. Access to this information is restricted to our staff and contractors who are bound to respect the privacy of this information and/or bound by confidentiality obligations.

You have the rights to access the personal information that AusCycling holds about you and can do this by contacting us as per the contact details found on our Website www.auscycling.org.au.



Direct marketing

We may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. We will assume consent to use non-sensitive personal information in this way. If you do not want to receive these communications, you can unsubscribe from or update your preference at any time. We include an unsubscribe facility in all emails we send to you. Otherwise you can contact us at as per the contact details found on our Website www.auscycling.org.au to unsubscribe or update your preferences.

Overseas disclosure

Unless we have your consent, or an exception under the APPs applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient is subject to law, binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably similar to the APPs in relation to your personal information.

Generally, the reason for disclosure to an overseas recipient depends on the nature of services those recipients provide to us (for example storing data via a cloud service, or where our customer relationship management system is hosted on servers located overseas).

If you participate in an event listed by the UCI (for example a World Cup, World Championships or domestic UCI event), we may be required to disclose your personal information to the UCI in Switzerland.

3. Use of Cookies

Our website uses cookies, which are pieces of information that our website transfers to your computer for record-keeping purposes and content delivery. We collect certain information such as your device type, browser type, IP address, pages you have accessed on our website and third-party websites.

We recommend that you accept cookies to take full advantage of services this Website provides. They allow us to customise information to improve user experience and for tracking user navigation. However, if you are concerned about the use of cookies, you can set your browser to refuse cookies, or to warn you when cookies are used.

The AusCycling Website contains a link to its Facebook and Instagram pages and other websites and online forums where contributors may provide their own details and opinions. AusCycling takes no responsibility for information publicised in any such website or public forum and accepts no association with the views expressed except where contribution to the topic has been provided by delegated persons and/or officials of AusCycling in their official capacity.

4. Correction and Access and Commitment to Data Security



We will take reasonable steps to ensure that all information collected, used or disclosed is accurate, complete, up to date and stored in a secure environment accessed only by authorised persons. The accuracy of the personal information we receive depends on the information you provide. We recommend you regularly review your personal information and let us know if there are any errors in your personal information by contacting us directly.

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 in clause 8 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.

Unfortunately, no data transmission over the internet can be guaranteed to be secure. While we strive to protect your personal information from misuse, loss and unauthorised access, we cannot guarantee the security of any information you transmit to us or receive from our Website.

We also encourage you to keep your personal information secure, by maintaining the confidentiality of any passwords and account details used on the digital platforms including our Website, Apps, Event Entry systems and Membership systems. It is your sole responsibility to maintain such confidentiality and AusCycling will not be liable for any damage, loss or expense suffered due to such disclosure.

We take steps to securely destroy or de-identify information that we no longer require.

5. Data Breaches

Where we are subject to the APPs, we may be required to notify you about 'eligible data breaches'. An eligible data breach occurs when:

- a) there is unauthorised access to or disclosure of personal information we hold (or information is lost in circumstance where unauthorised access or disclosure is likely to occur)
- b) the access, disclosure or loss is likely to result in serious harm to you
- c) we are unable to prevent the likely risk of serious harm with remedial action.

If it is not clear whether a suspected data breach meets these criteria, we will investigate and assess the breach further. This is to ensure both the Privacy Commissioner and you are notified if your personal information is involved in a data breach that is likely to result in serious harm. Even if the criteria are not met, we may decide it appropriate to notify you anyway as part of our commitment to taking privacy seriously.

6. Links to Other Sites

Websites linked to the AusCycling Website are not subject to AusCycling's privacy standards, policies or procedures. We are not responsible for the privacy practices or content of any of the websites linked to our website or for collection, use, disclosure or security of any personal information that you provide to



any such websites. If you have a concern about one of those websites, you are welcome to contact us if you think we should remove our link.

7. Changes to this Policy

We may revise this Policy from time to time as we add new features or as laws change that may affect our website and our business. When we make changes to our privacy policy, they are reflected on this page. Any revised Policy will apply both to any personal information we already hold about you at the time of the change, and any personal information created or received after the change takes effect. We encourage you to refer back to this Policy regularly to review amendments.

8. How to Contact Us

You may contact AusCycling at any time if you have any questions or concerns about this Policy or about the way in which your personal information has been handled. You may make a complaint to us using the contact details set out below.

We take complaints and breaches of the APPs seriously and will investigate any complaint we receive and respond as soon as reasonably practicable. In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that we may have breached the APPs or the Privacy Act, a complaint may be made to the Office of Australian Information Commissioner (OAIC). The OAIC can be contacted by telephone on 1300 363 992 or by using the contact details on the OAIC website <https://www.oaic.gov.au/>

If you have any question or suggestions regarding our Privacy Policy, please contact us at via the AusCycling Website at www.auscycling.org.au

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