



Pakenham Auto Club

PO Box 21

Pakenham Vic 3810

PRIVACY POLICY

Version 1.10 Issue Date 15/01/2020

1. Objective of Policy

The objective of this Policy is to outline the privacy obligations and guidelines relating to the use and access of personal and sensitive information by Pakenham Auto Club.

2. Scope of Policy

- 1) This policy document is intended to enable all people who interact with Pakenham Auto Club to understand what types of personal information we collect, and what we do with such information in performing our functions and in light of our privacy obligations.
- 2) Pakenham Auto Club:
 - a) is committed to protecting the privacy of the personal information we collect and receive. This Privacy Policy seeks to explain how Pakenham Auto Club collects, uses, discloses and otherwise handles personal information. It also seeks to explain how individuals can access and correct the personal information we hold or complain about any suspected privacy breach;
 - b) recognises that privacy is important and that individuals have a right to access their personal information held by Pakenham Auto Club;
 - c) is committed to complying with the Australian Privacy Principles set out in the Privacy Act 1998 (Cth) (Privacy Act) (and state and territory equivalents).
- 3) This policy is created in accordance with the Australian Privacy Principles and is binding on Pakenham Auto Club.

3. Definitions

Terms used in this Policy have the following meanings unless stated otherwise:

- 1) **Pakenham Auto Club** means the Pakenham Auto Club Inc;
- 2) **FIA** means the Fédération Internationale de l'Automobile;
- 3) **Pakenham Auto Club Members** means all financial club members as well as those individuals who have requested to join any of the social media groups that represent Pakenham Auto Club.

4. What Personal Information May Be Collected?

Generally, 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 Pakenham Auto Club about a particular individual will vary depending on the circumstances of collection. It may include, but is not limited to, an individual's contact details (name, email and/or postal address, phone number), date of birth, gender, credit card details, driver licence number,



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passport number, insurance details, employment history, qualifications or communication history with Pakenham Auto Club.

From time to time Pakenham Auto Club may collect information from individuals in relation to Pakenham Auto Club's activities. This information may include but not be limited to personal information such as the individual's:

- a) name;
- b) contact details such as their address, phone number and email address;
- c) gender, age and financial and marital status;
- d) motor sport experience and qualifications;
- e) vehicle details;
- f) other club affiliations;
- g) medical condition and history;
- h) manner and method of use of Pakenham Auto Club's services (and details about where those services were accessed);
- i) history of offences and other acts which may be prejudicial to the interests of motor sport; and
- j) other information specifically provided by individuals to Pakenham Auto Club or which is relevant to their participation in motor sport.

5. Sensitive Information

Sensitive information is a type of personal information that also includes information or an opinion about:

- 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 preferences or practices;
- criminal record; or
- health, genetic information or disability.

If it is reasonably necessary in the circumstances, Pakenham Auto Club may also collect sensitive information such as an individual's medical history, nationality, their ethnic background or disabilities.

Pakenham Auto Club is required by law to obtain consent when collecting sensitive information. Pakenham Auto Club 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.



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6. How Personal Information is Collected

Pakenham Auto Club will not collect personal information unless the information is reasonably necessary for, or directly related to, one or more of Pakenham Auto Club's objects, functions or activities. Pakenham Auto Club will only collect personal information by lawful and fair means and not in an unreasonably intrusive way.

Pakenham Auto Club may directly collect personal information data through various means, including but not limited to the following:

- a) as part of an application for a licence, visa, permit or other permission required in relation to a Pakenham Auto Club related activity;
- b) as a result of participating in a Pakenham Auto Club event or a motor sport activity;
- c) when an individual contacts, or is contacted by, Pakenham Auto Club by any medium (including but not limited to electronic, tangible and personal means);
- d) where an individual provides details to Pakenham Auto Club in an application, consent form, survey, feedback form, incident report or any other form of document;
- e) where an individual engages with Pakenham Auto Club via social media;
- f) where provided or made available by third parties (including but not limited to recruiters, timing recorders, government entities, track operators, event managers, promoters and organisers);
- g) from family members and other people involved in Pakenham Auto Club affiliated events;
- h) searches for information which is publicly available;
- i) when an individual applies for employment with Pakenham Auto Club;
- j) from the use of any of Pakenham Auto Club's services (including its web based services and services provided by others on behalf of Pakenham Auto Club); and
- k) where Pakenham Auto Club is required to do so by law (for education, VET training, child protection, work health and safety laws, charitable collections, medical treatment or other legislation in Australia).

7. Providing information

Depending on the circumstances, some types of information will be required and others might be optional. If an individual does not provide some or all of the information requested, this may affect Pakenham Auto Club's ability to communicate with that individual or provide the requested products or services.

By not providing requested information, an individual's ability to participate in programs or competitions or apply for employment or volunteer positions with Pakenham Auto Club may be jeopardised. If it is impracticable for Pakenham Auto Club to deal with an individual as a result of them not providing the requested information or consents, Pakenham Auto Club may refuse to do so.



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8. Collection from third parties

Pakenham Auto Club may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, Pakenham Auto Club collects information from other third parties. Examples of such third parties could include, without limitation, Motorsport Australia, the Sport Australia, non-affiliated motor sport organisations or government and law enforcement bodies.

9. Information storage and protection

Pakenham Auto Club stores information in different ways, including in paper and electronic form. Much of the information collected from and about Pakenham Auto Club's members is added to Pakenham Auto Club's database which is hosted by a third-party data storage provider. When an individual's information is entered into this database, the information may be combined or linked with other information held about you.

Pakenham Auto Club has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures Pakenham Auto Club uses includes strict confidentiality requirements of employees, volunteers and service providers, as well as security measures for system access, and security measures for Pakenham Auto Club's website such as firewalls and system encryption.

Pakenham Auto Club seeks to protect all personal information from any unauthorised loss, disclosure or access. However, if a serious data breach occurs, Pakenham Auto Club must notify the affected individual as required under the Privacy Act regarding the circumstances of the breach, and must also advise the Office of the Australian Information Commissioner.

10. Indirect Collection of Personal Information

Pakenham Auto Club may also collect personal data indirectly about an individual through their use of Pakenham Auto Club's services and from other third parties. Such means may include but are not limited to:

- a) placement of cookies and other electronic markers or files on an individual's computer; and
- b) monitoring an individual's usage of Pakenham Auto Club's services (including its web based services).



11. Use of Personal Information

The primary purpose for which Pakenham Auto Club collects information is to enable it to perform its activities and functions and to provide the best possible quality of service.

To this extent, Pakenham Auto Club collects, holds, uses and discloses personal information for purposes which may include but are not limited to the following:

- a) to provide products and services;
- b) to provide news, information or advice about Pakenham Auto Club's activities, products and services;
- c) to communicate with an individual including by email, mail or telephone;
- d) to manage and enhance Pakenham Auto Club's activities, products and services;
- e) to provide access to Pakenham Auto Club's services;
- f) to conduct competitions or promotions on behalf of Pakenham Auto Club and selected third parties;
- g) to verify an individual's identity and complete background checks;
- h) to conduct business processing functions for operation of our websites or our business;
- i) for Pakenham Auto Club's administrative (including billing), marketing (including direct marketing), promotional, planning, product/service development, quality control and research purposes, or those of Pakenham Auto Club's contractors or external service providers;
- j) to respond to emergency situations involving or requiring medical treatment;
- k) to investigate any complaints about or made by an individual, or if Pakenham Auto Club has reason to suspect that an individual is in breach of any of Pakenham Auto Club's terms and conditions or that they are or have been otherwise engaged in any unlawful activity; and
- l) as required or permitted by any law (including the Privacy Act).

Pakenham Auto Club may use health information to ensure that programs it operates 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, Pakenham Auto Club may use de-identified health information and other sensitive information to carry out research, to prepare submissions to government or other regulatory bodies, or to plan events and activities.

12. Disclosure of Personal Information

In order to achieve these purposes, Pakenham Auto Club may disclose personal information to third parties as permitted by law. Such third parties may include but not be limited to the following:

- a) Pakenham Auto Club's service providers, agents, employees and contractors;
- b) Pakenham Auto Club's advisors, committees, commissions, auditors, insurers, sponsors and re-insurers;
- c) persons involved or interested in Pakenham Auto Club affiliated activities and/or in motor sport;
- d) government and law enforcement agencies and regulators;
- e) relevant sporting bodies such as the FIA, Sport Australia, State Government departments of sport and recreation, Australian Sports AntiDoping Authority or other national and state sporting organisations; and



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- f) investigators and assessors.

Pakenham Auto Club may also disclosure personal information:

- a) with an individual's 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.

13. Non-Disclosure of Information

Individuals can always decide to not provide some or any personal information requested by Pakenham Auto Club. If a request to provide any personal information is declined Pakenham Auto Club may:

- a) not be able to provide the product or service an individual has requested (such as memberships, licences or permits);
- b) deny access in part or in full to the products and services Pakenham Auto Club provides (such as access to electronic and web based systems);
- c) cancel a membership, permit or licence or prevent an individual from participating in a Pakenham Auto Club affiliated event; and
- d) not be able to provide information about products and services that an individual may want, including information about discounts sales or special promotions.

14. Data-Security

Pakenham Auto Club will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. Pakenham Auto Club will also take reasonable steps to destroy or permanently de-identify personal information that it no longer requires.

If an individual suspects any misuse or loss of, or unauthorised access to, their personal information, they should immediately notify Pakenham Auto Club.



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15. Marketing

Pakenham Auto Club may send marketing communications and information about its activities, events and services that it considers may be of interest. These communications may be sent in various forms, including mail, SMS or email, in accordance with applicable laws. If an individual indicates a preference for a method of communication, Pakenham Auto Club will endeavour to use that method whenever practical to do so.

Pakenham Auto Club will endeavour to provide an option to opt out of receiving further marketing and promotional materials from Pakenham Auto Club where personal information is disclosed. In addition, an individual may contact Pakenham Auto Club at any time to request that any further promotional or marketing information is not sent directly to that individual.

Pakenham Auto Club should immediately be contacted in the event that an individual receives a communication from Pakenham Auto Club that is sent other than in accordance with this policy, or in breach of any law.

16. Pakenham Auto Club's website

When users visit the Pakenham Auto Club 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. Pakenham Auto Club uses this information to help analyse and improve the performance of our website.

Pakenham Auto Club may use "cookies" on our 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. Pakenham Auto Club will treat this information in the same way as other personal information it collects. An individual is free to disable cookies on their internet browser to prevent this information being collected.

Websites linked to the Pakenham Auto Club website are not subject to our privacy standards, policies or procedures. Pakenham Auto Club cannot take any responsibility for the collection, use, disclosure or security of any personal information provided to a third-party website.

17. Access and Correction

An individual may request access to any personal information held by Pakenham Auto Club about them at any time by contacting Pakenham Auto Club (details below). Where Pakenham Auto Club holds information that an individual is entitled to access, we will try to provide suitable means of accessing it (for example, by mail or email). Pakenham Auto Club will respond to a request for access within 14 days and endeavour to provide the requested information within 30 days.

Pakenham Auto Club will not charge for simply making a request and will not charge for making any corrections to personal information or for any reasonable costs incurred in delivering that information to an individual in Australia. Pakenham Auto Club may charge an individual for compiling, copying and providing



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information they have requested where we consider that the time and cost involved is unreasonable or excessive.

If a request for access is made, Pakenham Auto Club may ask for verification of identity. There may be instances where we cannot grant an individual access to the personal information held by us and we will provide written reasons for not giving that information

If an individual believes that personal information held by Pakenham Auto Club about them is incorrect, incomplete or inaccurate, then Pakenham Auto Club may be asked to amend it. Pakenham Auto Club will consider if the information requires amendment and if we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that the individual disagrees with it.

Pakenham Auto Club requests that individuals keep their information as current as possible so that we can continue to improve our service.

18. Complaints, Further Information and Future Changes

Any complaints in relation to the collection, use, disclosure, quality, security and access of personal information or a breach of this policy, the Privacy Act or the Australian Privacy Principles by Pakenham Auto Club may be made to Pakenham Auto President, who may be contacted as follows:

Pakenham PO Pakenham VIC 3810	Auto Box	Club	President 21
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Phone: 1300 373 522

Pakenham Auto Club will respond to a complaint within 30 days and try to resolve it within 90 days. If we are unable to resolve a complaint within this time, or an individual is unhappy with the outcome, they can contact the Office of the Australian Information Commissioner via its enquiries line 1300 363 992 or website <http://www.oaic.gov.au/> to lodge a complaint.

Pakenham Auto Club may amend this Policy from time to time.

19. Implications for Non-Adherence

Any breach of this Policy by may result in disciplinary action being taken by Pakenham Auto Club against any individual responsible for such breach. Disciplinary action may include but not be limited to suspension of duties or obligations or termination of employment or other arrangements with Pakenham Auto Club.



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20. General

The Policy Manager is the Pakenham Auto Club President to whom any questions in relation to this Policy should be directed.

This Policy was first adopted by Pakenham Auto Club on 15th January, 2020.