

## **Privacy Policy**

### **Respecting your privacy**

Pony Club Australia respects your privacy and this policy describes how we handle information about our members.

Pony Club Australia is bound by laws which impose specific obligations when it comes to handling information. This policy complies with the Information Privacy Principles in the Privacy Act 1988 (Cwlth).

We believe you have the right to know what information is kept, how it is obtained, what is being done with the information and who has access to it. By providing your information to Pony Club Australia and its members, you consent to storage and use of the information in accordance with this policy.

Pony Club Australia has adopted the following principles as minimum standards in relation to handling personal information. Pony Club Australia will:

- Collect only information which it requires for its primary functions
- Ensure that you are informed as to why we collect the information and how we administer the information gathered
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with your consent
- Store personal information securely, protecting it from unauthorised access; and
- Provide you with access to your own information, and the right to seek its correction.

### **Type of information we collect**

The information we collect and/or hold about you includes, but is not limited to:

- identification details such as name, date of birth
- contact details such as residential address, email address and telephone numbers
- health information
- details of qualifications and accreditations such as Working with Children Check
- information about services you have used and goods you have purchased from us
- credit card information
- details of vehicles, equipment and horses you own and have owned.

### **How we collect information**

Pony Club Australia seeks to collect information directly from you. For this reason, it is important that you assist by keeping your contact details up to date.

We may collect information from you when you:

- apply for membership
- enter an event or competition,
- seek a qualification
- apply for and/or attend a camp or travel as a member of a Pony Club Australia team,
- use the website
- report an incident
- apply for election or appointment to a board or committee

By not providing the requested information, you may jeopardise your ability to participate in Pony Club programs or competitions.

### PCA Website

When you visit the PCA 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. PCA uses this information to help analyse and improve the performance of the PCA website.

In addition we may use 'cookies' on the website, which are small text files that assist our website retain user preferences to improve the user experience. In some cases, the cookies that we use may collect some personal information. PCA 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 PCA website are not subject to PCA's privacy standards, policies or procedures. PCA cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third party website.

### **How we hold information**

We store information in written and electronic form. We treat data security seriously.

Much of the information we collect from members is added to PCA's National Database. When your information is entered into PCA's Database, the information may be combined or linked with other information held about you. PCA's Database is shared among PCA's State Pony Club Associations and its clubs, with each organisation having access to information relevant to its members.

Security of personal information is important to PCA. PCA has taken steps to protect the information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures PCA uses include strict confidentiality requirements of our employees, volunteers and service providers, security measures for system access and data storage, and security measures for our website.

### **Use and disclosure of information**

Collecting information about you allows us to provide you with services and information during your participation in Pony Club. This allows us to

- process your application for membership and events
- provide you with information about events, products and services that may interest you
- consider your request to enter events or undertake training, including your eligibility
- provide you with insurance coverage
- respond to emergencies involving or requiring medical treatment

Pony Club Australia will not provide your personal details to a third party for the purpose of direct marketing. We may provide you with information about products or services that might interest you, but you have the ability to opt-out of receiving such messages as part of your membership details on the PCA Database.

We may provide your information to other parties where required by law.

The information collected during your membership will be retained by Pony Club Australia as an historical record and treated in accordance with this policy.



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#### **Accessing information we hold about you**

We rely upon the accuracy of the information we hold. We encourage you to review and update your information regularly.

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 Pony Club Australia in one of the following ways:

By telephone on (03) 9596 5390

Write to: Pony Club Australia, PO Box 7128, Brighton, Vic, 3186

By email to [info@ponyclubaustralia.com.au](mailto:info@ponyclubaustralia.com.au)

For more information about your privacy rights, visit the Office of the Australian Commissioner's Website, [www.oaic.gov.au](http://www.oaic.gov.au).

#### **Policy review**

PCA will review and update this policy from time to time and ensure that it is appropriate for the technology and tools used by PCA, member needs and requirements of the Privacy Act. The revised policy will be posted on the PCA website.