



FOOTBALL  
**QUEENSLAND**

# **Privacy Policy**

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## **1. Football Queensland LTD**

Football Queensland LTD (ACN 063 925 333) of 187 Meakin Road, Slacks Creek QLD 4127 is the peak governing body for Association Football and Futsal in the State of Queensland, and a Member Federation of the national governing body, Football Federation Australia (FFA). Football Queensland LTD (referred to in this policy as we, us and FQ) is committed to managing your information in a secure and responsible manner and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles introduced by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth). This Policy sets out the way in which FQ collects, uses and discloses personal information and also explains your rights and how to contact us.

## 2. Your Personal Information

- 2.1 During its operations, FQ may collect, use and disclose the personal information of players, referees, club and team officials, coaches, ticketholders, administrators, participants and other individuals for the purpose of governing and administering the sport of football and futsal in Queensland and as further described in the remainder of this Policy. In each case, the precise nature of the collection, use and disclosure of personal information by FQ depends on the services you request and receive from, and your interaction with, FQ.
- 2.2 The types of personal information held by FQ may include your name, address, phone numbers, email address, date of birth, gender, occupation, educational institution, educational qualifications, coaching and refereeing qualifications, employment history, disciplinary history, driver's licence, birth certificate, visa information and social media details. Depending on the services you receive from FQ, FQ may also collect and hold details about your participation history, membership history and credit card information, and details of the items ordered or purchased from FQ.
- 2.3 In certain circumstances, FQ may collect information about your health or other sensitive information about you (for example, information about your racial or ethnic origin or information about your physical health). FQ may use health information about you to ensure that football programs in which you participate are run safely and in accordance with any special health needs you may have and for insurance purposes. FQ may also use health information as required by the FFA Statutes, including medical and anti-doping testing and investigations.
- 2.4 In addition, FQ may use health information and other sensitive information which has been de-identified to carry out research, to prepare submissions to government or a government body or to plan events and activities. De-identified information is information which has been aggregated or otherwise de-identified so that it cannot be used to identify you or any other individual.
- 2.5 When you provide FQ with personal information, this Policy will apply to the way the information is collected, used, disclosed and stored by FQ. If you chose not to provide certain personal information, FQ may not be able to communicate with you. It may also affect FQ's ability to provide you with the products and services you require. For example, you may not be able to participate in some of the activities on the FQ network of websites (including [footballqueensland.com.au](http://footballqueensland.com.au), [playfootballQLD.com.au](http://playfootballQLD.com.au), [fqsummer6s.com.au](http://fqsummer6s.com.au), and any related websites which link directly to this Policy (collectively, the FQ Sites)) if you do not provide certain personal information.

### **3. Collecting Your Personal Information**

- 3.1 Personal information about you may be collected by FQ from you or from a third party. FQ uses forms, online portals and other electronic or paper correspondence to collect this information.
- 3.2 For example, FQ may collect personal information from you:
- a) via the FQ Sites;
  - b) when you provide it to FQ by filling in forms approved by FQ from time to time (including when you register to play football, register for a coaching or refereeing course or register for a risk management or member protection course);
  - c) when you contact FQ;
  - d) when you engage with FQ via social media;
  - e) when you subscribe to receive FQ related newsletters or other information;
  - f) when you enter a competition conducted by, or on behalf of, FQ; or
  - g) when you lodge a claim or complaint with FQ.
- 3.3 FQ may also collect personal information about you from third parties, including:
- a) ticketing agents and event organisers, when you purchase tickets to a football related event;
  - b) FQ corporate partners, licensees, sponsors, suppliers and broadcasters (FQ Partners);
  - c) your representatives or agents;
  - d) FFA (including from FFA's MyFootballClub Customer Relationship Management System (MyFootballClub)), or another FFA Member Federation, or a branch, association, club, affiliate member, futsal centre, referees' body and/or a competition administrator registered with FFA or with FQ from time to time (Football Administrators); and
  - e) the organisations identified under section 5 (Disclosing Your Personal Information) below.

### **4. Using Your Personal Information**

- 4.1 FQ may use the personal information collected about you in a variety of ways, including:
- a) to verify your identity;
  - b) to ensure compliance with the FFA Statutes and FQ's Constitution, by laws, rules,

- c) regulations, policies, procedures and other governing documents, including the administration and development of football;
- d) to organise, conduct and promote football competitions, matches, tournaments, programs and other events (including for the purpose of distributing newsletters, providing information and making ticket offers) and to meet any other objectives stated in FQ's Constitution;
- e) to process the registration of individuals to participate in football competitions, tournaments, matches, programs and other events, as a player, official or otherwise;
- f) to develop programs, activities, events, products, services and merchandise relating to football and FQ;
- g) to provide you with information about our products and services, including information about tickets, merchandise and special offers, or which we reasonably believe may be of interest you, some of which may be provided by, or in conjunction with, FFA, government agencies, FQ Partners or Football Administrators (both commercial and not-for-profit);
- h) to investigate and take action in connection with any disciplinary, dispute or grievance processes mandated under FFA Statutes or FQ's Constitution, by laws, rules, regulations, policies, procedures or other governing documents;
- i) to satisfy our obligations and to comply with applicable statutes, regulations and policies as a Member Federation of the national governing body, FFA, and, ultimately, the regional governing body, the Asian Football Confederation (AFC) and the international governing body, Federation Internationale de Football Association (FIFA);
- j) to satisfy our obligations under the Corporations Act 2001 (Cth) and otherwise at law;
- k) to carry out market research and surveys;
- l) to maintain participation and service/benefit records, data and statistics, including for archive and historical purposes;
- m) to contact you if you win a prize in a competition you have entered and to send the prize to you; and
- n) any use that is reasonably apparent at the time the information is collected.

4.2 FQ may also use the personal information collected about you:

- a) to administer, manage and improve the FQ Sites and to provide you with access to those FQ Sites;
- b) to ensure that content from the FQ Sites is presented in the most effective manner for you and for your computer;
- c) to allow you to participate in interactive features of a FQ Site, when you choose to do so;
- d) for direct marketing communications from FQ in relation to products, services, tickets, merchandise and special offers made available by FQ or FQ Partners. You will be able to opt-out of direct marketing at any time, if you so choose, by utilising the unsubscribe feature on electronic marketing

- communications, or in the case of other direct marketing materials by contacting the FQ Privacy Officer, in accordance with section 10 below;
- e) where permitted by FQ, to enable FQ Partners, who have a relationship with FQ, to market and promote their products and services to you. You will be able to opt-out of direct marketing at any time if you so choose, by utilising the unsubscribe feature on electronic marketing communications, or in the case of other direct marketing materials by contacting the FQ Privacy Officer in accordance with section 10 below; and
  - f) any use that is reasonably apparent at the time the information is collected.

## **5. Disclosing Your Personal Information**

- 5.1 FQ may also share your personal information with third parties in relation to the operation of FQ's business including:
- a) FQ's related bodies corporate;
  - b) Football Administrators and any body established by FQ or FFA to deal with disciplinary, dispute or grievance proceedings;
  - c) FIFA and its members, including the AFC;
  - d) the Australian Sports Anti-Doping Authority, Court of Arbitration for Sport, Australian Institute of Sport and/or Australian Olympic Committee;
  - e) third party service providers, such as ticketing agents, venue operators, event organisers, IT providers and social media websites;
  - f) health providers or professionals;
  - g) FQ insurers;
  - h) FQ professional advisors, including our accountants, auditors and lawyers;
  - i) as required or authorised by law or where we have a public duty to do so, including for purposes of safety and security;
  - j) where you have consented to your personal information being disclosed to others;
  - k) Queensland Office of the Public Guardian;
  - l) Queensland Department of Sport and Recreation; and
  - m) Queensland Department of Family and Community Services.
- 5.2 If you receive a product or service from, or your information is otherwise collected by, a third party, such as a FQ Partner or Football Administrator, the relevant third party may have a separate privacy policy which applies to their collection, use and disclosure of your personal information. You should refer to that privacy policy for further details about how the relevant third party may collect, process, use, store and disclose your information and how you can contact the relevant third party if you have any queries, or wish to make a complaint, about their handling of your personal information.

## 6. FQ Sites, Cookies and Other Technologies

- 6.1 If you visit a FQ Site, FQ may record information such as your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, the FQ Site pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes, including identifying usage trends, to track users' movements around the FQ Sites and to gather demographic information about FQ users collectively.
- 6.2 Like many other websites, the FQ Sites may use 'cookies' from time to time. A cookie is a piece of information that allows us to identify and interact more effectively with your device. The cookie helps FQ to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser software to reject cookies however some parts of the FQ Sites may not have full functionality in that case.
- 6.3 In some cases FQ and its third party service providers may use cookies and other technologies such as web beacons and JavaScript on a FQ Site in connection with online services like banner advertising, website analytics and surveys to collect information about your use of a FQ Site. The use of these technologies allows FQ and its third party service providers to evaluate a user's use of a FQ Site, deliver customised advertising content, measure the effectiveness of the advertising and provide other services relating to website activity and internet usage. The services we may use from time to time include Google Analytics, Google AdWords, Nielsen and Facebook. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct.
- 6.4 In particular, the FQ website uses the Google Adwords remarketing service to advertise on third party websites (including Google) to previous visitors to our site. It could mean that we advertise to previous visitors who haven't completed a task on our site, for example using the contact form to make an enquiry. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the FQ website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy.
- You can see preferences for how Google advertises to you using the Google Ad Preferences page, and if you want to you can opt out of interest-based advertising entirely by cookie settings or permanently using a browser plugin.



- 6.5 When we send you emails or other electronic messages, FQ may record where you open the message and click on particular links. This helps us to better understand what information is of interest to you.

## **7. Protecting Your Personal Information**

- 7.1 FQ takes reasonable steps to protect the security and privacy of your personal information. FQ has directed its staff that personal information must be dealt with in accordance with this Policy and kept secure from unauthorised access or disclosure.
- 7.2 If you are considering sending us any other personal information through a FQ Site or other electronic means, please be aware that the information may be insecure in transit, particularly where no encryption is used (e.g. email, standard HTTP). Any transmission is therefore at your own risk. Once FQ has received your personal information, FQ will take reasonable steps to protect all personal information within its direct control from unauthorised access.
- 7.3 Where FQ has given you (or where you have chosen) a password which enables you to access certain parts of a FQ Site, you are responsible for keeping this password confidential. FQ suggests that you do not share the password with anyone and to change it regularly.

## **8. Disclosing Your Personal Information Abroad**

- 8.1 FQ will store personal information on data servers that are controlled by FQ and are located within the geographical borders of Australia where reasonably possible. However, in some circumstances the personal information that FQ collects may be disclosed to certain recipients, and stored at certain destinations, located outside Australia from time to time. For example, your personal information may be transferred outside of Australia if any of FQ's servers from time to time are located outside Australia, or if one of FQ's service providers or suppliers is located in a country outside Australia, or for disciplinary purposes, or in relation to international transfer certificates, passports, training compensation, mediation, arbitration or similar matters. As at the date of this Policy, FQ utilises service providers and suppliers in the USA (MailChimp). FQ may also disclose your personal information outside of Australia in accordance with section 5 (Disclosing Your Personal Information), including to facilitate the registration of a player by a foreign governing body.
- 8.2 In all cases, by providing your personal information to us or using our services, you consent to the disclosure of your personal information outside Australia as set out

in this Policy and acknowledge that FQ is not required to ensure that overseas recipients handle your personal information in compliance with Australian privacy law. However, where practicable in the circumstances, FQ will take reasonable steps to ensure that overseas recipients only use and disclose such personal information in a manner which is consistent with this Policy. You may have rights to enforce such parties' compliance with applicable data protection laws, but it is possible that you will not have recourse against those parties under the Privacy Act 1988 (Cth) in relation to how those parties treat your personal information.

## **9. Access to and Correction of Your Personal Information**

- 9.1 FQ takes all reasonable precautions to ensure the personal information that FQ collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide. FQ recommends that you let us know if there are any errors in your personal information and keep us up-to-date with changes to your personal information such as your contact details.
- 9.2 You have the right to access the personal information we hold about you and can request the correction of your personal data if it is inaccurate, incomplete or out of date. If you would like to do so, please contact the FQ Privacy Officer to submit an enquiry to access or update the personal information FQ holds about you.

## **10. Opting Out of Direct Marketing Communications**

You can opt out of receiving further messages or communications from FQ at any time by following the unsubscribe instructions in the message sent to you. If you wish to unsubscribe from communications that FQ sends to you, you can also send an email to [admin@footballqueensland.com.au](mailto:admin@footballqueensland.com.au).

## **11. Changes To This Policy**

We may modify, alter, or otherwise update this Policy at any time by publishing the new version of the Policy on the FQ Sites. We will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact the FQ Privacy Officer using the details below.

## **12. Contacting FQ and Making Complaints**

- 12.1 You may contact FQ by writing to [admin@footballqueensland.com.au](mailto:admin@footballqueensland.com.au) or Football Queensland Limited, PO Box 79, Kingston QLD 4114.

- 12.2 You may complain about our collection, use or disclosure of your personal information by contacting the FQ using the contact details above with your full name and contact details, together with a detailed description of the complaint. We will respond to your complaint within a reasonable period and inform you of the next steps we will take in dealing with your complaint. If we are unable to resolve your complaint, we will inform you of the steps available to you in those circumstances.