Privacy Policy

INTRODUCTION

Balance Gymnastics is committed to providing members with the highest levels of membership service. This includes protecting members' privacy. Balance Gymnastics is bound by the Commonwealth *Privacy Act* 1988, which sets out a number of principles concerning the protection of an individual's personal information.

The aim of these laws is to ensure that organisations handle personal information responsibly and provide a consistent approach to its collection, use and disclosure. These laws also give individuals rights, such as access to their personal information and the ability to correct it, if needed. This document sets out how Balance Gymnastics may collect, hold and use personal information. By providing your personal information to Balance Gymnastics, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

WHAT IS PERSONAL INFORMATION?

"Personal information" is information or an opinion (including information forming part of a database), whether true or not, and whether recorded in material form or not, about an individual whose identity is reasonably apparent, or can be reasonably ascertained, from the information or opinion.

Balance Gymnastics collects personal information in order to properly and efficiently carry out its functions, including to provide you requested products and services, and to facilitate the provision of marketing and promotion services that may be of interest to you.

Balance Gymnastics uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law). We may state a more specific purpose at the point we collect your information.

If you do not provide the information we request, we may not be able to provide you with our products or services.

WHAT PERSONAL INFORMATION DOES BALANCE GYMNASTICS COLLECT?

The information collected by Balance Gymnastics about a particular person will vary depending on the circumstances of collection. It may include, but is not limited to, a person's contact details (name, email and/or postal address, phone number), date of birth, gender, credit card details, driver's licence number, passport number, insurance details, employment history, working with children checks, police checks, qualifications or communication history with Balance Gymnastics. Sensitive Information

If it is reasonably necessary in the circumstances, Balance Gymnastics may also collect sensitive information (which is a type of personal information) such as your medical history, nationality or disability backgrounds.
Sensitive information is afforded greater privacy protection than other personal information. When you provide sensitive information to Balance Gymnastics, you also provide consent to Balance Gymnastics collecting it in accordance with this Privacy Policy, unless you tell us otherwise.

HOW BALANCE GYMNASTICS COLLECTS PERSONAL INFORMATION

To deliver and enhance the services offered by Balance Gymnastics, certain personal information is collected. Balance Gymnastics collects personal information from individuals when an individual:

- joins the club, and their details are entered into GA's national database
- participates in any program, activity, competition or event run by the club
- purchases merchandise, event tickets, products or services from the club
- requests information from the club, or contacts the club via email, telephone or mail or engages with the club via social media
- participates in a club survey
- accesses the club website
- is elected or appointed to the Board or a committee of the club; or
- applies for employment, a committee, or a volunteer position with the club

Personal information may also be collected where Balance Gymnastics is required to do so by law (for education, child protection, work health and safety laws, charitable collections, medical treatment or other legislation in Australia).

Providing Information

If you do not provide all or part of the information we request, this may affect Balance Gymnastics' ability to communicate with you or to provide the requested products or services. By not providing the requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with

Balance Gymnastics. If it is impracticable for Balance Gymnastics to deal with you as a result of your not providing the requested information or consent, Balance Gymnastics may refuse to do so.

Collection from Third Parties

Balance Gymnastics may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, Balance Gymnastics collects information from other third parties. Examples of such third parties could include, without limitation, Kindergartens, Schools and Community Groups.

Information Storage and Protection

Balance Gymnastics stores personal information on a computer database. The personal information may be held in both paper and electronic files. Balance Gymnastics has implemented reasonable measures to ensure that all personal information is securely stored from misuse, loss, and unauthorised handling.

Much of the information we collect from and about our members is added to Balance Gymnastics and/or Gymnastics Australia's membership database. When your information is entered into Balance Gymnastics and/or Gymnastics Australia's membership database, the data may be combined or linked with other information held about you.

Security of personal information is important to Balance Gymnastics and/or Gymnastics Australia. Balance Gymnastics and Gymnastics Australia have taken steps to protect the data we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures Balance Gymnastics uses include strict confidentiality requirements for our employees, volunteers, Club Affiliates, and service providers; system access controls; and security measures for our website.

How Balance Gymnastics Uses Personal Information

Balance Gymnastics collects personal information from members, parents, guardians, and staff to deliver safe, high-quality programs and meet legal and insurance obligations. This information is used to:

1. Manage enrolments, attendance, and communications;
2. Maintain current medical and emergency details;
3. Respond to medical needs or emergencies;
4. Process payments and registrations;
5. Record participation and progress;
6. Meet insurance, risk, and compliance requirements; and
7. Improve program quality and safety.

Health Information

Health details (e.g. allergies, conditions, injuries) are collected to ensure participant safety and shared only with qualified staff when required.

Balance Gymnastics does not sell or trade personal information. Details are shared only where necessary for membership, insurance, safety, or compliance.

How Gymnastics Victoria and Gymnastics Australia May Use Personal Information

As an affiliated club, Balance Gymnastics must share certain member information with Gymnastics Victoria and Gymnastics Australia to manage membership and insurance. GV and GA, and third parties acting under their privacy policies, may collect, hold, and use personal information to:

1. Verify member or accreditation identities;
2. Conduct background and Working with Children checks;
3. Administer and promote competitions, programs, and education courses; 4. Develop and promote products, services, and merchandise related to gymnastics; 5. Respond to emergencies requiring medical treatment;
6. Manage membership, insurance, and national databases;
7. Provide news and event information; and
8. Meet reporting and compliance obligations.

Membership with Gymnastics Victoria and Gymnastics Australiais a condition of enrolment at Balance Gymnastics. To register members, Balance must provide personal information for these administrative and safety purposes.

For details on how Gymnastics Victoria and Gymnastics Australia manage personal information, see their official Privacy Policies.

For questions about what information Balance shares, contact the Club Directors at directors@balancegym.com.au

WHEN WE DISCLOSE PERSONAL INFORMATION

Balance Gymnastics may disclose your personal information to a range of organisations, which include, but are not limited to:

1. companies we engage to carry out functions and activities on Balance Gymnastics' behalf, including direct marketing;
2. our professional advisers, including our accountants, auditors and lawyers;
3. our insurers;
4. relevant sporting bodies such as Gymnastics Australia, various National and state sporting bodies, competition/event management companies, Federal and State Departments of Sport, amongst others; and
5. in other circumstances permitted by law.

When Balance Gymnastics provides Gymnastics Australia with personal information about its members, Balance Gymnastics is required to make the individual aware that the information has been provided to Gymnastics Australia, for what purpose, to whom it may be disclosed, and how they can access their information. This is extremely important for Club owners who provide their members' personal information to Gymnastics Australia's national database.

Direct Marketing

We will use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).
If you do not wish to receive e-mail, SMS or posted offers from Balance Gymnastics, you may opt out by using the link provided. Alternatively, you may contact the Balance Gymnastics Privacy Officer at any time using the contact details set out in this policy.

Other Disclosures

In addition, Balance Gymnastics may also disclose personal information:

1. With your express or implied consent;
2. When required or authorised by law;
3. To an enforcement body when reasonably necessary; or
4. To lessen or prevent a threat to an individual or public health or safety.

Balance Gymnastics Website

When you visit the Balance Gymnastics website, our systems may record certain information about your use of the site, including the pages you visit and the time and date of your visit. Balance Gymnastics uses this information to help analyse and improve the performance of our website. In addition, we may use "cookies" on the Balance Gymnastics website. Cookies are small text files that help our website retain user preferences to improve the user experience. In some cases, the cookies that we use may collect some personal information.

Balance Gymnastics will treat this information in the same way as other personal information we collect. You are free to disable cookies in your internet browser to prevent this information from being collected; however, you will lose the benefits of the enhanced website experience that cookies may offer.

ACCURACY OF PERSONAL INFORMATION

Balance Gymnastics takes reasonable steps to ensure that whenever personal information is collected or disclosed, it is accurate, complete and up to date.

ACCESS TO PERSONAL INFORMATION

You have a right to access your personal information, subject to some exceptions allowed by law. You can gain access to your personal information by contacting Balance Gymnastics as set out below. You may also advise Balance Gymnastics at any time about possible breaches of privacy or inaccurate, incomplete personal information that may have changed.

We will take reasonable steps to ensure that the personal information we collect, use or

disclose is accurate, complete and up-to-date. However, we rely on the accuracy of the personal information we receive, whether directly or indirectly.

We encourage you to review and update your personal information regularly. We will respond to your request for access within a reasonable period. If you find that the personal data 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 the Balance Gymnastics Directors and/or Operations Manager as follows:

Email: info@balancegym.com.au

We will respond to your complaint within a reasonable period and do our best to resolve it. If we are unable to determine your complaint, or you are unhappy with the outcome. In that case, you can contact the Office of the Australian Information Commissioner via its enquiries line on 1300 363 992 or its website at http://www.oaic.gov.au/ to lodge a complaint. For further information on Balance Gymnastics' management of personal information, please contact the Balance Gymnastics Directors at info@balancegym.com.au