



# NSW Rugby League Limited – Privacy Policy

## NSWRL's commitment to privacy

New South Wales Rugby League Limited (**NSWRL**) is committed to managing personal information in accordance with the Australian Privacy Principles under the *Privacy Act 1988* (Cth).

This documents sets out our policies for handling your personal information and is referred to as our **Privacy Policy**.

In this Privacy Policy '**we**' and '**us**' refers to NSWRL and '**you**' refers to any individual about whom we collect personal information.

## About NSWRL

NSWRL is the governing body for rugby league in New South Wales and administers a number of games, leagues, and competitions. We also conduct clinics and camps for player development and manage representative teams, including the New South Wales State of Origin team. In this Privacy Policy we refer to these activities as our **programs**.

## What information does NSWRL collect about you?

### *Players and Participants*

When you become a player, a coach or other official, or volunteer with a club which participates in one of the competitions administered by NSWRL, a record is made by NSWRL (or on behalf of NSWRL by the club you have registered with) in a national player registration database. That record contains personal information such as your name, address, gender, date of birth, email address, phone numbers, emergency contacts, information about rugby league clubs you have played with or participated in, details of rugby league programs you have participated in, details of rugby league club memberships you have purchased, and your playing history.

We may take photographs or audio-visual recordings of you during your participation in, or attendance at, any of our programs.

In some circumstances we may collect information about your health or other information which is treated under privacy laws as "sensitive information" with your consent. Examples of those circumstances include:

- collecting information about your health (such as any injuries you have suffered) to ensure our programs are run safely;

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- collecting information about your health for the purposes of administering competition rules and anti-doping rules; and
- collecting information about your racial or ethnic origin (such as when conduct games or competitions for indigenous players).

#### *Rugby League supporters and other individuals*

We may collect personal information about individuals who are not players or participants in our programs. This includes members of NSWRL supporter programs, ticket purchasers, rugby league supporters, and individuals who have made enquiries about NSWRL and our programs. The types of personal information we collect will vary depending on your interaction with us, but may include your name, contact details, events and activities you have participated in, club membership or supporter status, match attendance history, your interests and marketing preferences.

Information may also be collected about individuals who are not players or participants in NSWRL competitions when making a record about a player or participant (for example, when collecting emergency contact details or details about family members of junior players).

#### *Personnel of other organisations*

We may collect personal information about individuals who interact with us (for example individual service providers and contractors to NSWRL and other individuals who interact with NSWRL on a commercial basis). This is typically information such as your name, contact details, professional details and information regarding interactions with NSWRL. This information is collected for the purpose of administration, management and operation of NSWRL and our programs.

#### *Prospective employees, applicants and volunteers*

We collect personal information when recruiting personnel such as your name, contact details, qualifications and work history. Generally, we will collect this information directly from you. We may also collect personal information from third parties in ways which you would expect (for example, from recruitment agencies or referees you have nominated). Before offering you a position, we may collect additional details such as your tax file number and superannuation information.

When recruiting prospective employees and volunteers, we may collect sensitive information necessary to conduct background checks to determine your suitability for certain positions (for example, positions which involve working with children and young people).

#### *Dealing with NSWRL anonymously*

NSWRL will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry). You can always decline to give NSWRL any of the personal information we request, but that may mean you cannot participate in our programs. For example, it is generally not practicable to participate in a competition or program we administer without identifying yourself. If you have any concerns about personal information we have asked you to provide, please let us know.

#### *Website visitors*

The way in which we handle the personal information of visitors to our website is discussed in the section below headed "How does NSWRL treat information about visitors to our website?"

## **How does NSWRL collect personal information about you?**

NSWRL will, where possible, collect personal information directly from you. We may collect your personal information on paper-based or electronic (online) forms, over the telephone or when you engage with us on social media or via our website.

Personal information about players, coaches and other officials, and volunteers is collected via an online system and recorded in a national player registration database at <https://passport.sportingpulse.com/login/>

If you are a junior player your personal information will be collected from your parent or guardian.

Clubs which participate in competitions administered by NSWRL will collect information about players, coaches and other officials, and volunteers on behalf of NSWRL when you register with that club.

We may collect personal information about you from third parties such as other rugby league governing bodies and competition administrators (including the National Rugby League), ticket agencies and our commercial partners.

## **How does NSWRL hold and protect your personal information?**

NSWRL primarily holds personal information in electronic form. Information held in electronic form is held securely on servers and computer systems located in Australia. Certain information may be collected and held in paper documents (such as player registration forms). However, such information is typically transferred to electronic form and the original paper documents securely destroyed.

NSWRL maintains physical security over paper and electronic data stores such as through locks and security systems at our premises. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

## **How does NSWRL use and disclose your personal information?**

### *Players and Participants*

If you are a player or participant, we will use and disclose your personal information in order to:

- organise, promote and conduct competitions and matches;
- convene clinics, camps and player development activities;
- select and administer representative teams; and
- administer the rules of NSWRL competitions (including judiciary review).

We may use and disclose images or audio-visual recordings which identify you where you would reasonably expect this to occur.

We may disclose your personal information to:

- a club you are registered with;
- other rugby league governing bodies and competition administrators (including the National Rugby League);

- persons and organisations responsible for administering anti-doping rules; and
- sponsors, commercial partners and broadcasters (where you would reasonably expect us to do so).

The use and disclosure of your personal information for direct marketing is discussed in the section below headed "Is your personal information used for direct marketing?"

#### *Rugby League supporters and other individuals*

The purposes for which we may use and disclose your personal information will depend on the extent of your interaction with us. If you are a rugby league supporter or a ticket purchaser, we may use your information to:

- develop and administer our programs and develop the sport of rugby league;
- promote and deliver matches and events;
- develop and promote our services, products and merchandise and the services, products and merchandise of other rugby league competition administrators and our corporate partners and sponsors; and
- keep you up to date with information and news relating to rugby league, including through newsletters, publications and social media content.

If you have attended a match or an event as a spectator, we may use and disclose images or audio-visual recordings which identify you for promotional purposes where you would reasonably expect this to occur.

We may disclose your personal information to:

- other rugby league governing bodies and competition administrators (including the National Rugby League);
- companies that carry out functions and activities on our behalf, including ticketing agencies; and
- our corporate partners and sponsors to enable them to provide you with information and to promote their services, products and merchandise (see the section below headed "Is your personal information used for direct marketing?").

Third parties to whom we disclose your personal information may contact you directly to let you know that they have collected your information and to give you information about their information handling and privacy policies.

#### *Other uses and disclosures*

NSWRL will also use and disclose personal information for a range of administrative, management and operational purposes. This includes:

- planning, managing, monitoring and evaluating our programs;
- training staff, contractors and other workers;
- risk management and management of legal liabilities and claims (for example, liaising with insurers and legal representatives);

- responding to enquiries and complaints regarding our services;
- obtaining advice from consultants and other professional advisers; and
- responding to subpoenas and other legal orders and obligations.

We may use and disclose your personal information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

### **Is your personal information used for direct marketing?**

NSWRL will use your personal information to keep you informed about our competitions and programs and to promote our events and the sport of rugby league. For example:

- we may send you newsletters or other communications about our programs or information which we think will be of interest to you; and
- we may send you promotional offers regarding our competitions, events and merchandise (including offers from our corporate partners and sponsors).

If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us using the contact details below.

### **Will your personal information be sent overseas?**

NSWRL does not typically or routinely disclose personal information to overseas recipients.

Personal information of players and participants may be disclosed to international rugby league associations to facilitate the administration of international rugby league competitions.

Unless we have your consent, or an exception under the Australian Privacy Principles applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.

### **How does NSWRL treat information about visitors to our website?**

#### *Information we collect*

You may visit our websites ([www.nswrl.com.au](http://www.nswrl.com.au)) without identifying yourself. If you identify yourself (for example, by providing your contact details in an enquiry), any personal information you provide to NSWRL will be managed in accordance with this Privacy Policy.

Our website uses cookies. A 'cookie' is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content. We collect certain information such as your device type, browser type, IP address, pages you have accessed on our websites and on third-party websites. You are not identifiable from such information.

You can use the settings in your browser to control how your browser deals with cookies. However, in doing so, you may be unable to access certain pages or content on our website.

#### *Links to other websites*

The NSWRL website contains links to other websites. NSWRL is not responsible for the content or privacy policies of any linked website.

## **How can you access or seek correction of your personal information?**

You have a right to access to personal information we hold about you on request.

To request access to your personal information, please contact our Privacy Officer using the contact details set out below. You will not be charged for making a request to access your personal information but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

We will take reasonable steps to make sure that your information is accurate, up-to-date and complete. You can help us to do this by letting us know if you notice any errors in information we hold about you and letting us know if your personal details change.

If you consider any personal information we hold about you is inaccurate, out-of-date, incomplete, or irrelevant or misleading you may request correction of that information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the Australian Privacy Principles. If we do refuse your request, we will provide you with reasons for our decision and, in the case of a request for correction, we will include a statement with your personal information about the requested correction.

## **What should you do if you have a complaint about the handling of your personal information?**

You may contact NSWRL at any time using the contact details below if you have any questions about this Privacy Policy or how your personal information has been handled.

If you have contacted us and your question has not been able to be resolved to your satisfaction, you may make a complaint to the Privacy Officer using the contact details below. The Privacy Officer will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within a fortnight.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a fortnight and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

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 inform you as soon as practicable.

If you are not satisfied with our response to a complaint, or you consider that NSWRL may have breached privacy laws, you can make a complaint to the Office of the Australian Information Commissioner.

The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992 or by using the contact details online at [www.oaic.gov.au](http://www.oaic.gov.au).

## **How are changes to this Privacy Policy made?**

NSWRL may review and update this Privacy Policy from time-to-time. Please see the NSWRL website for the latest version of this privacy policy.

## How can I contact NSWRL?

The contact details for NSW Rugby League are:

**Post** Chief Operating Officer  
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*This Privacy Policy was last updated in March 2016.*