

Data Privacy Policy

Sydney Sports Management Group

Policy Statement

Sydney Sports Management Group (SSMG) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

Sydney Sports Management Group commits that:

- Any personal information collected is professionally managed in accordance with the Privacy Act 1988, the Australian Privacy Principles (APPs) and all relevant state legislations
- All staff use appropriate processes and procedures in their day to day duties to protect the privacy of individuals
- A data breach is managed according to the Privacy Amendment (Notifiable Data Breaches) Act 2017

We will ensure full compliance to the Australian Privacy Principles (APP), as detailed in section 14 of the Privacy Act.

This policy can be viewed on the Sydney Sports Management Group corporate website or by any person who has dealings with us, including clients, staff, patrons and the wide community.

Collection of Information

We collect personal information of our staff and clients, including participants in all our programs, parents and visitors to our facilities. When we receive personal information about you, we will handle it in accordance with the Privacy Act and the APPs. We only collect personal information if it is reasonably necessary for one or more of our functions or activities.

Personal Information

We collect the minimum personal information that is necessary to provide you with a service from any Sydney Sports Management Group operated facilities. The personal information that we may collect and hold includes:

- Full name including contact details and address
- Date of birth
- Credit card or bank account details
- Emergency contact details
- Occupation
- Details of SSMG services used
- Student Identification
- Records of your communication and interactions with us

Sensitive Information

In performing our services, we may collect sensitive information or ask you to provide sensitive information about our staff and clients.

Health information is required to understand if there are any medical conditions we need to be aware of in order for our customers to take part in the services provided. In this case, staff have the right to ask a customer to provide medical clearance prior to participating in an exercise program of any kind.

The APPs require that we only collect sensitive information from you where:

- You provide your consent
- The information is reasonably necessary for one or more of our functions or activities

We also collect sensitive information when we are authorized to do so for the purposes of preventing or lessening a serious threat to life, health or safety, human resource management, taking appropriate action against suspected unlawful activity or serious misconduct, and responding to inquiries by courts, tribunals and other bodies.

Collection of personal information about children and young people

We collect personal information about children and young people under the age of 18 in order to deliver programs and services.

Children and young people must have written consent by a parent or guardian or another authorized person prior to taking part in any program or service.

How we collect and hold personal information

We collect personal information by fair and lawful means. We use forms, online portals, and other electronic and paper correspondence to collect personal information. We may also collect your personal information if you:

- Communicate with us by telephone, mail or email
- Attend one of our facilities in person
- Participate as a triallist in any program or service
- Interact with us on our social media

As far as practical, we collect personal information directly from you. We potentially can collect personal information from third parties only through the transition of services from another provider or the acquisition of a separate business entity.

We hold personal information in range of paper-based and electronic records. We store personal data in USA utilizing Amazon Web Services which is through our Point of Sale provider, Mindbody.

We take all reasonable steps to protect personal information from misuse, interference, loss and unauthorized access, modification or disclosure. Only authorized staff have access to personal information for approved purposes.

How we use your personal information

Your personal information may be utilized in a number of ways including:

- For the purpose requested
- To assist with queries and / or enquiries
- To process a booking or application
- To conduct and administer membership or program bookings
- To promote all market all services, programs and products offered by Sydney Sports Management Group and its associated venues
- For surveys, direct marketing, promotions and competitions
- To evaluate and improve the effectiveness of our website or social media

The quality of your personal information

We believe it's important to make sure that your personal information is kept up-to-date and accurate. Although our staff will endeavor to keep your records current, ultimately the information will need to be provided by our customers. In the case that your personal information changes, we request that you contact us and tell us if any of your information has changed (eg. Address). After you advise us, we can then update your records to ensure data accuracy.

You may contact us and request particulars of the personal information we hold about you and whether that personal information needs to be amended or corrected in any way.

Consent

By signing or submitting paper documents or agreeing to the terms and conditions for the use of our electronic documents, you are consenting to the collection of any personal information you provide to us. By acquiring or using our services, products or facilities, you consent to the reasonable collection, use and disclosure of personal information.

Marketing and promotion of our services

Personal information that you provide to us may be placed on our internal database to enable us to advise you of the various products, services and events that we provide.

From time to time, we may contact you with information about products and services offered by us, that we think may be of interest to you. When we contact you it may be via mail, SMS, email or telephone.

When we use your personal information for the purpose of direct marketing, we will:

- allow you to 'opt out' – that is, allow you to request not to receive direct marketing communications
- Comply with the request by you to so "opt-out" within a reasonable time frame

We will only ever contact you if you have consented to direct marketing, and you can ask to be removed from our marketing lists at any time by directly contacting us.

Accessing and correcting your personal information

You have a right under the Privacy Act to access personal information we hold about you. You may also request corrections of any personal information that we hold about you if you think the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

To access or seek correction of personal information we hold about you, please contact us using the contact details set out in this policy.

Each customer will have a profile which can be accessed online or via their smartphone. Customers will be able to update their information at any time as well as opt-out of any marketing material that they no longer want to receive.

Complaints

Sydney Sports Management Group are committed to prompt and fair resolution of complaints and will ensure that your complaint is taken seriously and investigated. We will usually provide you with an update or response within 30 days of receiving your written complaint.

You can lodge a complaint with us about any breach of our privacy policy or our privacy obligations to you by contacting us.

Sydney Sports Management Group
9 Grand Avenue
Camellia NSW 2142

All written complaints can be sent via email and details are provided in the Contact Us section.

Contact Us

If you would like to:

- Ask a question about this privacy policy
- Opt out of receiving any marketing material from us
- Request access to your personal information
- Seek correction of your personal information

Please contact us using the details below:

Telephone	1300 855 679
Email	info@ssmgroup.com.au
Post	9 Grand Avenue, Camellia NSW 2142