

The protection of personal information is important to AUSTSWIM Limited (AUSTSWIM). AUSTSWIM is committed to respecting the right to privacy and the protection of personal information. This document sets out our privacy policy and how we will manage your personal information.

What is personal information?

Personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.

What is sensitive information?

Sensitive information is a type of personal information that also includes information or an opinion about someone's:

- racial or ethnic origin;
- political opinions;
- membership of a political association, professional or trade association or trade union;
- religious beliefs or affiliations or philosophical beliefs;
- sexual preferences or practices;
- criminal record; or
- health, genetic information or disability.

Who does this Policy apply to?

This Policy defines the use of information for AUSTSWIM.

What personal and sensitive information does AUSTSWIM collect?

Personal Information

The information collected by AUSTSWIM about a particular person will vary depending on the circumstances of collection. It may include, but is not limited to, a person's name, email and/or postal address, phone number, date of birth, gender, credit card details, driver licence number, insurance details, employment history, accreditations or communication history with AUSTSWIM.

Sensitive Information

If we think it is reasonably necessary in the circumstances, we may also collect sensitive information such as a person's medical history, their ethnic background or disabilities. For more information, see below: [refer to [Why does AUSTSWIM collect and use personal and sensitive information](#) below]

AUSTSWIM is required by law to obtain consent when we collect sensitive information. AUSTSWIM will assume consent to the collection of all sensitive information that is provided to us for use in accordance with this Privacy Policy, unless told otherwise.

How does AUSTSWIM collect personal and sensitive information?

Information may be collected from a person when he/she:

- (a) applies for accreditation;
- (b) renews a license;
- (c) enrolls in an AUSTSWIM training course;
- (d) commences an online education module;
- (e) participates in one of AUSTSWIM's accreditation programs;
- (f) subscribes to any publication of AUSTSWIM, including electronic publications;
- (g) voluntarily provides details to AUSTSWIM;

- (h) accesses the AUSTSWIM website;
 - (i) participates in any program, activity, competition or event run by AUSTSWIM;
 - (j) is elected/appointed to the Board or a committee of AUSTSWIM;
 - (k) is contracted to deliver services to AUSTSWIM or is employed by or volunteers for AUSTSWIM; or
 - (l) where AUSTSWIM is required to do so by law,
- including where these activities are undertaken by AUSTSWIM (or on its behalf) in countries other than Australia.

Collection from third parties

There will be occasions when AUSTSWIM collects information directly from a person, and other occasions where the information is collected from third parties.

AUSTSWIM will, before or at the time of collection, take reasonable steps to ensure that persons are aware of:

- (a) the purpose or purposes for which the information is collected;
- (b) the organisations or types of organisations to which AUSTSWIM usually discloses information of that kind; and
- (c) whether AUSTSWIM is likely to disclose the information to overseas recipients.

Information storage and protection

AUSTSWIM stores information in different ways, including in paper and electronic form.

The information we collect through our training, accreditation and licensing process is added to our database which is hosted by a third party data storage provider. When information is entered into our database, the information may be combined or linked with other information held about that person.

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

Why does AUSTSWIM collect and use personal and sensitive information?

Use

AUSTSWIM, and third parties to whom we may disclose personal information in accordance with this Privacy Policy, may use your personal information to:

- (a) verify your identity;
- (b) administer AUSTSWIM's accreditation, reaccreditation and licensing of swimming teachers;
- (c) report information to government (both State and Federal) including to help collate information relating to drowning and reducing the incidence of drowning and to government agencies or departments which have provided AUSTSWIM with funding;
- (d) research, develop, run, administer and market conferences, programs, awards, activities and other events relating to aquatic education;
- (e) research, develop and market products, services, merchandise and special offers made available by us and third parties;
- (f) respond to emergency situations involving or requiring medical treatment;
- (g) administer, manage and provide you with access to austswim.com.au, including for online learning, to use our self-service portal and for other IT based applications; and
- (h) keep you informed of news and information relating to various aquatic education events and programs via various mediums.

AUSTSWIM may use health information to ensure that programs we operate are run safely and in accordance with any special health needs participants may require. Health information may also be kept for insurance purposes. In addition, we may use de-identified health information and other sensitive information to carry out research, to prepare submissions to government, or to plan events and activities.

AUSTSWIM may collect information about race or ethnic origin and use or disclose such information to those third parties identified in the list below for statistical purposes about its courses, licensed AUSTSWIM Teachers and activities. You are not required to provide this information (when it is requested) and if you do not do so your accreditation or participation in any AUSTSWIM activities will not be affected.

Disclosure

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

- (a) organisations involved in aquatic education;
- (b) companies we engage to carry out functions and activities on AUSTSWIM's behalf, including direct marketing ([refer to direct marketing section below](#))
- (c) individuals or organisations seeking verification of your AUSTSWIM accreditation or related matters;
- (d) our professional advisers, including our accountants, auditors and lawyers;
- (e) our insurers;
- (f) AUSTSWIM Council members, including Australian Leisure Facilities Alliance (Inc.) (ALFA); National Council of the Young Men's Christian Associations of Australia; (YMCA Australia), Royal Life Saving Society Australia (RLSSA), Swimming Australia Ltd (SAL), Surf Life Saving Australia (SLSA) and Water Safety New Zealand (WSNZ); and
- (g) Federal and State Government Departments including the Departments of Education and the Australian Skills Quality Authority; and
- (h) other circumstances permitted by law. ([refer to other disclosures below](#))

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, AUSTSWIM will use its best endeavours to ensure such parties are subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably similar to the Australian Privacy Principles. Where AUSTSWIM conducts training in other countries, it may disclose personal information to relevant industry associations in those countries.

AUSTSWIM website

When users visit the AUSTSWIM website, our systems may record certain information about their use of the site, including the web pages visited and the time and date of their visit. AUSTSWIM uses this information to help analyse and improve the performance of the AUSTSWIM website. In addition, we may use "cookies" on the AUSTSWIM website. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that we use may collect some personal information. We will treat this information in the same way as other personal information we collect. Users are free to disable cookies on their internet browser to prevent this information being collected; however, they will lose the benefit of the enhanced website experience that the use of cookies may offer.

Websites linked to the AUSTSWIM website are not subject to AUSTSWIM's privacy standards, policies or procedures. AUSTSWIM cannot take any responsibility for the collection, use, disclosure or security of any personal information that you provide to a third party website.

Direct marketing

We will assume consent to use non-sensitive personal information to provide better services and for marketing purposes (including disclosure of such information to service providers).

Every person whose data is collected by AUSTSWIM has the option to refuse e-mail, SMS or posted offers from AUSTSWIM by making a request in writing to AUSTSWIM's Privacy Officer via the contact details set out below, or by

making use of the opt-out procedures included in any communications from us (however, information relating to the option to unsubscribe from those communications may be retained).

Other disclosures

In addition, AUSTSWIM may also disclose personal information:

- a) with your express or implied consent;
- b) when required or authorised by law;
- c) to an enforcement body when reasonably necessary; or
- d) to lessen or prevent a threat to an individual or public health or safety.

Accessing and seeking correction of information held by AUSTSWIM

AUSTSWIM will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly. AUSTSWIM also relies on AUSTSWIM affiliates and volunteers to enter data and makes best endeavours to ensure this data is entered accurately.

We encourage all users to regularly review and update their personal information on the online learning centre database and via the "e-Learning Centre Login" link on the AUSTSWIM Webpage.

Individuals may also request access to their personal information held by us by making a request via the contact details set out below. We will respond to your request for access within 14 days and endeavour to provide the requested information within 30 days. 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 see that it is corrected.

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 AUSTSWIM Privacy Officer at this address:

Privacy Officer
AUSTSWIM
PO BOX 139 Mulgrave VIC 3170
Email: privacy@austrswim.com.au
Phone 03 9562 7900

We will respond to your complaint within 30 days and try to resolve it within 90 days. If we are unable to resolve your complaint within this time, or you are unhappy with the outcome, you may contact the Office of Australian Information Commissioner via its enquiries line 1300 363 992 or website <http://www.oaic.gov.au/> to lodge a complaint.

For further information on AUSTSWIM's management of personal information, please contact AUSTSWIM. AUSTSWIM may amend this Privacy Policy from time to time.