Ithaca – Caloundra City Life Saving Club Inc

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Protecting your Privacy – Privacy Policy/Statement

This policy and other privacy statements
This privacy policy explains how we collect personal information and how we maintain, use and disclose that information. It also provides some detail about your privacy rights along with our general rights and obligations and our policy in relation to the personal information we keep on record. When you apply for membership, this form includes notices about privacy and requests for consent. Those privacy notices (called privacy statements) specify how any information about you may be used and disclosed in relation to the application. When you apply for or use one of our services, you consent to us collecting, maintaining, using and disclosing personal information about you and provided by you or by another person in accordance with the privacy statement in the form and this policy.

Associated Organisations
This privacy policy does not apply to parties that may be linked or associated with (i) our website (ii) any affiliated organisation(s), (iii) any organisation that we may be a member of, or (iv) any other person or organisation [individual or corporate] that we may deal with. Those individuals or entities are responsible for the privacy of the information they collect and should be contacted directly for details of their privacy policies.

What information does ICCLSC hold?
The types of information we keep on record will depend on a number of factors. Generally, we keep a record of one or more of the following types of information about you:

- information that identifies you, such as your name and address, contact details, and other information provided by you and people nominated by you;
- information that may allow us to assist you, or that may assist us in providing services for you; or
- information about what qualifications you may have obtained, attempted or hold;.

All information sought is required for our business purposes. We do not actively seek to collect sensitive information (for example health information or information about your racial or ethnic origin or any criminal record), unless it is necessary for our business purposes. If we do have to collect sensitive information, we will do so in accordance with the National Privacy Principles. Sometimes we act as an agent for others when collecting information about you, such as for our insurance companies or when you attempt an award with a particular organisation through us, or enter a sporting competition.

How ICCLSC collects information from its website : Other than statistical information, we do not collect any information about you through our website unless you provide the information to us.

How ICCLSC generally collects your information : Generally, we only collect personal information about you from you, unless it is not reasonable or practical for us to do so or you consent. For example, you may authorise us to collect information from a third party, like RLSS, to confirm your awards held, or you may be named as a referee in another application. We may also collect information about you from other members or from publicly available sources.

How may ICCLSC use your personal information?
We use your personal information to:

- respond to your request or help us process your application for membership or services (including performing an identity check, criminal history check, and a needs analysis in relation to insurance, where necessary);
- effectively manage and administer all services we provide to you including training, examinations, accommodation, food and meal supply, and insurance cover (for example we may use your email address to communicate with you about the services we provide to you);
- provide reports in regard the activities of ICCLSC to interested parties, including but not limited to The Royal Life Saving Society [and its affiliates], State Government of Queensland [for example The Department of Community Safety], or Sunshine Coast Regional Council;
- provide information to our insurers, and insurance brokers for the purposes of insuring ICCLSC, its property and members;
- provide information to our attorney, solicitor or any legal representative of ICCLSC so that the interest of ICCLSC can be adequately represented;
- assess, process and investigate claims made under any insurance products we provide; and
- ensure our internal business operations are running smoothly which may include fulfilling legal requirements.

When we request your information we may give more specific details about the way we use your information.

What rights does ICCLSC have to disclose personal information?
Usually we must get your consent before we tell anyone about you, or your personal details. You can give us your consent expressly or it may be implied by your conduct. Sometimes the law requires us to give out information about you. For example we may be required to give your personal details to a court if we are ordered to do so under a subpoena. Depending on the service that we provide to you, if it is necessary we may also disclose your personal information to:

- our external service providers (which may be located overseas) for the purposes of our business, for example our insurer, claims investigators or mailing houses. Information is only disclosed on a confidential basis.;
- government agencies in connection with you [for example workplace health and safety, departments of child protection];
- any organisation which you request us to or any persons acting on your behalf - unless you tell us not to; or
- Organisation that issues awards or certificates or awards, for which your are being considered or being examined.

We will not disclose your health information or information about your medical history unless you tell us to, or unless we are required to [for example to an insurer in regard an insurance claim]. We may at other times give you more details about our disclosure practices in relation to specific products or services - for example on the forms we use to collect personal information about you.

How may ICCLSC use your personal information?
Your personal information may also be used by ICCLSC for historical purposes. We may also provide access to your personal information to members of ICCLSC to inform you of any services offered by any member of ICCLSC or related organisations which we think may be of interest or value to you. If you tell us or have previously told us that you do not wish to receive such information, then it will not be sent to you. Your health information or information about your medical history will not be disclosed to other members of ICCLSC for this purpose.

How ICCLSC protects the security of your information
We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We have physical, electronic and procedural safeguards to protect your information which is held by us. For example, your personal information is stored in secured premises and in electronic databases. Access to information stored electronically is restricted to persons whose position requires access. We require all members to maintain the confidentiality of information.

Changes to our Privacy Policy
We may amend this policy from time to time. Not all changes to our privacy policy will require your consent, for example where office security procedures are changed. We will notify you of any change to our information handling policy that requires your consent before being implemented.

What are your rights?
You need not give us any of the personal information about you or any other person which may be requested in our communications with you. However, without that information, we may not be able to process an application, fulfil your request or provide you with an appropriate level of service.

Access to your information
You can request access at any time to personal information we hold about you. We will process your request within a reasonable time, usually 30 days for a straightforward request. More time may be needed, depending on the nature of the request. There is no fee for requesting access to your information, however we may charge you the reasonable cost of processing your request. Sometimes we are not required to provide you with access - for example, if the law says we can deny access. If we refuse you access to your personal information, we will tell you the reason why. If we are not required to provide you with access to the information requested, we will consider, if reasonable, whether the use of a mutually agreed intermediary would allow sufficient access to meet your needs and ours.

Correction of information
We try to ensure that all information we hold about you which we collect, use or disclose is accurate, complete and up to date. You must promptly notify us if there are any changes to your personal information. You may ask us at any time to correct personal information held by us about you, which you believe is incorrect or out of date. We will deal with your request within a reasonable time.If we disagree as to the accuracy of the information, you may request that we attach a statement to that information noting that you consider it is not accurate, complete or up to date. If there is anything you would like to discuss, please contact us

In this policy, reference to 'ICCLSC' means 'Ithaca – Caloundra City Life Saving Club Inc ABN 69 400 598 562', reference to "we/us" means ICCLSC. Members of ICCLSC includes past members, Life Members, Committee members, Honorary Members, Associated Members, Affiliated Members and unregistered Members.

If you have any questions, concerns or complaints about our privacy policy or practices or would like more information about particular members' privacy policies or practices, please contact us.

We will try to answer any questions you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If we do not resolve a complaint to your satisfaction, you also have the right to complain to the Privacy Commissioner. We will provide you with their contact details if required