netball
NEW SOUTH WALES

Privacy Policy

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A. BACKGROUND

1. The New South Wales Netball Association Ltd (**NNSW**) (ABN 19 001 685 007) is the governing body of netball in New South Wales. NNSW manages and promotes various netball programs, events and activities.

2. NNSW respects your privacy and is committed to the protection of your personal information in accordance with the Australian Privacy Principles (**APPs**) set out in the Privacy Act 1988 (Cth) (**Privacy Act**) and other applicable state and territory privacy laws.

3. We recognise the importance that our members, visitors to our websites, subscribers, customers, users of our mobile applications, donors and all other people who engage with us or who are involved with us in any capacity (for example staff, contractors, officials, administrators, netballers, sponsors, volunteers, spectators, suppliers, etc), place on the privacy of their information. This Privacy Policy demonstrates our firm commitment to protecting the privacy of your information as described below and to explain our privacy policies and procedures.

4. NNSW may collect, hold, use and disclose your personal information from time to time as detailed in this Privacy Policy.

5. NNSW may disclose your personal information to Netball Australia (**NA**), World Netball, Member Organisations, Regional Associations or Affiliated Clubs (each defined in clause 20), including (without limitation) for the purposes of enabling them to administer the game of netball in their respective areas, operate their respective organisations and provide related activities, goods and services. Likewise, NNSW may disclose your personal information to third-parties, such as suppliers and partners, including (without limitation) for the purposes of enabling it to administer the game of netball in NSW and provide related activities, goods and services.

6. When used in this Privacy Policy, depending on the context, “we”, “our” and “us” refer to NNSW.

7. Please read this Privacy Policy carefully as it describes how we collect, hold, use, disclose and otherwise handle your personal information. It also describes how you may access your personal information, how you may request that your personal information be amended, how you can opt out of receiving marketing communications from us, how you can contact us and how you can lodge a complaint in relation to how we are managing your personal information.

8. Subject to the Privacy Act, personal information is information or an opinion about an identifiable individual, or an individual who is reasonably identifiable. The information or opinion does not have to be true or recorded in a material form.

9. In Australia, netball programs, events and activities are implemented and conducted by a number of different netball organisations across the country, including (without limitation) NA’s, Member Organisations, Regional Associations or Affiliated Clubs. Accordingly, we have developed this Privacy Policy to apply to NNSW only.

10. If you choose to deal directly with a netball club, team, national, state or territory association, or other organisation that is not NNSW, including (without limitation) NA, Member Organisations, Regional Associations or Affiliated Clubs then this Privacy Policy will not apply to that dealing.

B. PERSONAL INFORMATION WE COLLECT

11. The personal information we generally collect about you will depend on the primary purpose for which such information was collected. We may collect and hold various kinds of information about you in connection with our legitimate functions and activities, including (without limitation):

    a. 'contact information', such as your name, phone numbers, mobile numbers, occupation, address details, emergency contact details, email addresses and social media details;

    b. your date of birth, age, gender and image and audio & visual recordings of you;

    c. your netball rankings, data, statistics and results;

    d. details of netball programs that you have participated in and organisations with which you have participated;

    e. copies of communications between you and us;

    f. information about payments made, owing or owed by you to us or us to you, including (without limitation) donations;

    g. other information provided by you, for example, information provided in response to surveys, forums, questions or competitions or information provided in setting up, updating or customising any accounts or subscriptions you have with us;

    h. bank account, payment and credit card details and purchasing or payment preferences, if you or we apply for membership or credit, purchase or supply goods or services to or from, or make or receive other payments to or from, us, you or our or your agents, licensees, contractors or payment gateway providers;

    i. details contained in your CV, resume, proposals, presentations, website and social accounts or details of your academic qualifications and results, employment history, professional interests, hobbies, referees and reference checks, working with children checks / police checks, vehicle registration, drivers licence and passport details (if applicable), bank account details, tax file number, superannuation details, director ID or ABN if you work with us or apply for employment, contracting or volunteer positions with us or otherwise do business with us;

    j. technical data, such as your IP address, the types of devices you are using to access our websites and channels, device attributes, browser type, language and operating system, web pages visited, social media likes, posts & comments, etc.;

    k. your favourite netball club, membership history, purchasing history and other related information; and/or

    l. other information or data that is relevant to the conduct of our legitimate activities.

12. Some of the information that you give to us or is given to us on your behalf or we collect may be required by us to enable us to engage with you, including (without limitation) by way of

assisting, contracting, dealing, employing, serving or supplying or otherwise communicating or doing business with you. With other information, it may be optional whether you give it to us or we collect it. If you do not give us some, or all, of the information that we request, it may affect our ability to engage with you. It may also affect our ability to provide or receive products or services to or from you and it may affect your ability to register for, attend and participate in netball programs, events or activities conducted by us, NA, World Netball, Member Organisations, Regional Associations, Affiliated Club or our partners or suppliers, or apply for employment, contracting or volunteer positions with us, or do business with us. If it is impracticable for us to engage with you in circumstances where you have not provided the information or consents that we have requested, we may decline to do so.

13. Sensitive information is a subset of personal Information that is generally afforded a higher level of privacy protection, such as health information. Sensitive information is defined in the Privacy Act and includes (without limitation):

    a. information or an opinion about an individuals racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual orientation or practices, or criminal record;

    b. health information (as defined in the Privacy Act) about individuals;

    c. genetic information about an individual that is not otherwise health information; or

    d. biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or

    e. biometric templates.

14. We only collect sensitive information where it is reasonably necessary for our functions or activities and where you have either consented to provide that information or we are required or authorised by or under law (including applicable privacy legislation) to do so. We may use personal information or sensitive information about you for insurance purposes and/or to ensure that netball programs in which you participate are run safely, with integrity and in accordance with any special health needs you may have. We may also use personal information or sensitive information about you in accordance with the requirements of our respective constitutions, rules, regulations, policies and procedures, including (without limitation) for performance, health, medical, safeguarding, member protection, competition manipulation and anti-doping purposes, testing or investigations. For example, we may ask for:

    a. details of a disability you may suffer or dietary requirements or allergies or other restrictions, if you elect to provide that information to allow us to provide you with relevant goods, services or information or to take part in our competitions, programs or events;

    b. details of your cultural background, nationality, and language(s) spoken, if you elect to provide that information to allow us to provide you with culturally appropriate information, goods or services;

    c. background checks, including (without limitation) reference checks, police checks, working with children checks and completed member protection declarations and related documents if:

i. you apply for, and/or obtain an employment, contracting or volunteer position with us;

ii. you apply for and/or obtain an accreditation from us, including (without limitation) administrators, coaches, health providers, media, officials, umpires;

iii. you are proposing to provide, or provide, certain services to us;

iv. you apply for and/or obtain accreditation at a netball event;

v. you are a netball player participating in one of our programs or a netball tournament, competition or event; or

vi. we otherwise consider it appropriate to obtain background checks in relation to you before entering into contracts, arrangements or understandings with you, or entities related to you; and

d. medical information and emergency contact details. For example, this information may be held about you if you are a netball participant and/or have elected to participate in fitness or sporting activities or you are employed or engaged by NNSW.

15. In addition, we may also use de-identified information and other de-identified sensitive information to carry out research, to prepare submissions to government or a government body or to plan events and activities. De-identified information is information which has been aggregated or otherwise de-identified so that it cannot be used to identify you or any other individual.

16. The provision by you of any information, including (without limitation) personal information, sensitive information or health information constitutes your express consent to us collecting that information.

C. HOW AND WHY DO WE COLLECT PERSONAL INFORMATION?

17. NNSW collects personal information reasonably necessary to carry out its functions or activities, including (without limitation) our administrative, business, competition, educational, sporting, fundraising or operating functions or activities or legal / compliance obligations, including (without limitation) child protection, education, medical treatment, fundraising collections or work health safety. You may decide to provide your personal information to us for a range of different reasons. For example:

a. you may be a netball participant (player, coach, umpire, administrator, official, health provider, support person) and/or member;

b. you may wish to attend a netball activity or event, including (without limitation) award ceremonies, camps, competitions, games, matches, products, programs, tournaments or tours – that may be operated by us or third parties including (without limitation) NA, World Netball, Member Organisations, Regional Associations, Affiliated Clubs, or other netball organisations;

c. you may wish to purchase a ticket or a corporate hospitality package to a netball event– that may be operated by us or third parties including (without limitation) NA, World Netball, Member Organisations, Regional Associations, Affiliated Clubs, or other netball organisations;

d. you may wish to become a member of a Super Netball League team owned or operated by us or for which we provide services;

e. you may attend a netball activity or event and elect to provide your information while at the activity or event;

f. you may wish to receive newsletters, communications or information from us;

g. you may wish to open, maintain or renew an account with us;

h. you may wish to register for relevant netball systems (e.g., PlayHQ and World Sport Action (or replacement));

i. you may wish to undertake education, learning or training with us;

j. you may wish to purchase goods or services from us;

k. you may wish to use our apps, digital offerings or websites;

l. you may wish to apply for employment with, or volunteer for, or contract with, us;

m. you may wish to provide goods or services to us;

n. you may wish to do business with us;

o. you may wish to sponsor us, including (without limitation) our games, events, matches, teams, tournaments or tours;

p. you may enter a competition or promotion being conducted by us;

q. you may wish to provide us with feedback, compliments, complaints or respond to one of our surveys;

r. you may wish report an incident to us or raise a claim, dispute or proceeding against us or a third party;

s. you may wish to connect with us via social media – either directly or via a third parties' social media channel/s; or

t. you may wish to make a donation to us.

18. Generally, we will collect personal information directly from you. Personal information can be directly collected by us in a number of ways and through a number of mediums (including (without limitation) through forms, Online Systems (as defined in clause 19 below), in person and other electronic or paper means). For example, personal information can be collected:

a. when you provide your personal information, or agree to your personal information being provided, to us via one of our Online Systems (whether owed by us or licensed to us from a third party) (e.g., PlayHQ and World Sport Action (or replacement)), netball.com.au, nsw.netball.com.au, or other websites managed by us;

b. when you enter your personal information, or agree to your personal information being entered, into one of our business or operational systems, including (without limitation) those related to accounting, bookkeeping, communications, competition, learning

management system, athlete management systems (AMS), event & participation management (including those provided by PlayHQ and World Sport Action (or replacement)), contract management, customer relationship management (CRM), enterprise resource planning (ERP), HR management, marketing, membership management, supplier management and shopping carts;

c. when you email us or contact us by telephone or mail;

d. when you engage with us via social media;

e. when you elect to receive newsletters, communications or other information;

f. when you enter a competition or promotion that is being conducted by us or on our behalf;

g. when you purchase tickets to a netball activity or event from us or our authorised agents or licensees;

h. when you purchase a Super Netball League team membership from us or our authorised agents or licensees;

i. when you purchase merchandise from us or our authorised agents or licensees;

j. when you purchase other products or services from us or our authorised agents or licensees;

k. when you provide us with information in an application or consent form, survey, feedback form or incident report; and/or

l. when you make a donation to us.

19. For the purposes of this Privacy Policy, the term "**Online Systems**" includes (without limitation):

a. websites and apps;

b. the systems mentioned in clause 18.b;

c. a computer or device connected to a network (such as the internet) and ready to use (or be used by) other computers or devices;

d. any database, file, interface or webpage available for access, use, downloading or reading;

e. services such as ticket reservation systems, participation registration and competition management, online learning, online help, online chat or messaging available directly through a computer system or under its direct control;

f. digitised content that can be transmitted over the internet or computer networks (which can include (without limitation) text, audio, video, images and graphics); and

g. websites and applications that enable users to create and share content or to participate in social networking.

20. We may also collect and use personal information that is given to us by a third party in the course of its business, if that collection is reasonably necessary for our, or the third party's, legitimate functions or activities. Examples of such third parties could include (without limitation):

    a. Netball Australia Limited (ABN 66 003 142 818) (**NA**)

    b. State and Territory member organisation, being the governing bodies of netball in each Australian State and Territory, currently known as ACT Netball Association Inc (Netball ACT) (ABN 85 800 220 698), Netball NT Inc (ABN 73 772 881 978), Netball Queensland Limited (ABN 58 429 487 881), South Australian Netball Association Incorporated (Netball SA) (ABN 12 814 437 874), Tasmanian Netball Association Inc (Netball Tasmania) (ABN 62 028 131 759), Victorian Netball Association (Netball Victoria) (ABN 83 704 752 745) and Netball WA (Inc) (ABN 36 657 982 648) (**Member Organisations**);

    c. those regional or metropolitan netball associations which are members of, or affiliated to, a Member Organisation (**Regional Association**) and affiliated clubs which are members of or affiliated to a Regional Association and/or Member Organisation (**Affiliated Clubs**) (from which we may collect personal information to register you for relevant Online Systems (e.g., PlayHQ and World Sport Action (or replacement)));

    d. World Netball;

    e. the Australian Institute of Sport and State/Territory Institutes/Academies of Sports;

    f. the Australian Olympic Committee, International Olympic Committee and relevant games organising committees;

    g. Paralympics Australia, International Paralympic Committee and relevant games organising committees;

    h. non-affiliated netball organisations;

    i. schools and community groups that participate in our programs;

    j. your nominated referees in the case of our recruitment activities;

    k. the Australian Sports Commission (Sport Australia);

    l. the World Anti-Doping Agency;

    m. Sport Integrity Australia;

    n. Commonwealth Games Australia, Commonwealth Games Federation and relevant games organising committees;

    o. the Australian Sports Foundation;

    p. ticketing agents and providers and event organisers, when you purchase tickets to a netball event;

    q. vendors, when you purchase netball related goods or services;

r. payment gateway service providers;

s. our commercial partners, sponsors, licensees, broadcasters and suppliers;

t. our prospective or current employees, contractors, suppliers or volunteers or your referees; and

u. Law enforcement bodies.

21. We may also receive information about you from third parties in relation to other websites. For example, you may choose to participate in a third party application or feature as part of our services or on a third party website or service (such as a social media application or similar application or feature) through which you allow us to collect (or the third party to share) information about you, including (without limitation) personal information.

22. When you choose to participate, you may be opting to link your activity on our Online Systems with that third party website or service, which may then collect information about your visits to our Online Systems and may publish that activity as you request to your "profile" or similar feature with that third party (such as if you choose to share content you find on our Online Systems with your "connections" on the third party's website or service).

23. The information we collect is subject to this Privacy Policy, however, the information collected and stored by a third party remains subject to the third party's privacy policies and practices, including (without limitation) whether the third party continues to share information with us or with other third parties, the types of information shared, and your choices with regard to what is visible to others on that third party's website or service. The third party may allow you to remove the application or feature, in which case we will no longer collect information about you through the application or feature, but we may retain the information previously collected by us. In addition, we may receive information about you if other users of a third party website or service give us access to their profiles and you are one of their "connections" or information about you is otherwise accessible through your "connections" web page, profile page, or similar page on a social networking or other third party website or interactive service.

24. We may, at times, collect information on publicly maintained records, if that collection is reasonably necessary for our legitimate functions or activities.

D. HOW DO WE COLLECT PERSONAL INFORMATION FROM CHILDREN?

25. We may collect personal information regarding a child under 18 years of age and certain other persons from a parent, legal guardian or 'responsible person'. Please do not provide personal information to us about a child or another person unless you are authorised to do so by law. If you are under 15 years of age and you provide us with your personal information, your parent or legal guardian will need to approve the provision of your personal information to us on your behalf.

26. If you provide us with any information regarding a child under 18 years of age you represent and warrant to us that you are authorised to do so, that the information is accurate and correct and you are consenting to do so on the child's behalf.

27. Where NNSW interacts with, and collects, personal information and health Information about children (individuals under the age of 18), NNSW applies additional criteria and safeguards. In particular, NNSW limits the collection of personal information and health information about

children to what is reasonably necessary and, where required by law, only collects such information with the consent of a parent or guardian.

E. ANONYMITY AND PSEUDONYMITY

28. We 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). Generally, it is not practicable or lawful for us to deal with individuals anonymously or pseudonymously on an ongoing basis. If we do not collect personal information about you, you may be unable to participate in or have access to our events, programs or activities. Personal information and contact details are also required to contact you in the case of a medical emergency or to register you for certain competitions, programs and activities.

F. FOR WHAT PURPOSES CAN WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION

29. We may collect, hold, use and disclose your personal information for the primary purpose for which it was collected and, in certain circumstances, for a secondary purpose related to the primary purpose, including (without limitation):

a. to verify your identity and reduce the likelihood of duplications in our records and Online Systems or reduce the likelihood of impersonation;

b. to complete and retain background checks;

c. to provide you with products or services you have requested, including (without limitation) tickets, merchandise and special offers, or which we reasonably believe may be of interest to you;

d. to provide you with information about relevant activities, events and opportunities and keep you informed of news and information (such as advance notice of ticket sales) relating to netball and other sports, including by distributing newsletters, publications and other communications via various mediums;

e. to assist other Member Organisations, Regional Associations, Affiliated Clubs;

f. to administer and enforce our rules and policies (including (without limitation) the rules of netball and the National Integrity Framework), which may include (without limitation) providing your personal information to anti-doping agencies, betting operators, Sport Integrity Australia and Law enforcement agencies;

g. to research, develop, run, administer and market existing and new competitions, programs, products, services, activities and events – whether conducted by us or third parties in Australia or overseas, including (without limitation) NA, World Netball, Member Organisations, Regional Associations, Affiliated Clubs, or tournament organising committees;

h. to share relevant player, coach, administrator, official, support personnel, umpire and participant information (and information of any relevant parents/guardians of such people if applicable) with relevant sporting bodies such as NA, World Netball, Australian Olympic Committee, Paralympics Australia, Commonwealth Games Australia or their international counterparts including (without limitation) the International Olympic

Committee, International Paralympic Committee and Commonwealth Games Federation and relevant games organising committees, organisers of relevant Netball World Cups and other international tournaments, the Australian Sports Commission (Sport Australia) or State/Territory equivalents, the Australian Institute of Sport, State/Territory Institutes/Academies of Sports, Sport Integrity Australia, the World Anti-Doping Agency, the National Sports Tribunal, Member Organisations, Regional Associations, Affiliated Clubs and other relevant bodies;

i. to share information about you with World Netball in connection with the Netball World Cup;

j. to organise medical treatment;

k. to administer, manage and improve our Online Systems, to provide you with access to, and the functionality of, our Online Systems and to allow you to participate in the interactive features of our Online Systems, when you choose to do so;

l. to respond to incidents or enquiries from authorised agencies, including (without limitation) in relation to data breaches, investigation, or integrity or disciplinary claims or proceedings;

m. to facilitate your membership of one or both the NSW Swifts and Sydney Sirens Super Netball League teams;

n. collect statistics on your use of our social media channels;

o. collect statistics on your performance;

p. to do business with us;

q. to manage your relationship with us;

r. to disclose to Member Organisations, Regional Associations and/or Affiliated Clubs relevant information regarding your financial standing with us, including (without limitation) whether or not you are a financial member;

s. to disclose to our professional advisors, including (without limitation) accountants, auditors and lawyers, or insurers or insurance brokers, when considered necessary or appropriate;

t. to disclose to third party service providers we engage to carry out functions or activities on our behalf, including (without limitation) payment processing and authorisation, fraud protection and credit risk reduction, product customisation, order fulfilment and shipping, marketing and promotional material distribution, website evaluation, data hosting, data analysis and, where applicable, data cleansing;

u. to assist law or sport integrity enforcement bodies, when considered necessary or appropriate;

v. for direct marketing communications from us in relation to products, services, event tickets, merchandise, fundraising and special offers made available by us or our respective corporate partners, licensees, sponsors, suppliers and broadcasters (who may, at times, be outside Australia), where you have consented to receive such

communications or would reasonably expect to receive such communications, and have not requested to cease receiving such communications. You will be able to opt-out of direct marketing at any time, if you so choose, by utilising the unsubscribe feature on electronic marketing communications or, in the case of other direct marketing materials, by contacting us using the contact details specified in section N of this Privacy Policy ;

w. where permitted by us and applicable privacy laws, to enable third party corporate partners, licensees, sponsors, suppliers and broadcasters who have a relationship with us (and who may, at times, be outside Australia), to market and promote their products and services to you where you have consented to receive such communications and have not requested to cease receiving such communications. You will be able to opt-out of direct marketing at any time, if you so choose, by utilising the unsubscribe feature on electronic marketing communications or, in the case of other direct marketing materials, by contacting us using the contact details specified in section N of this Privacy Policy ;

x. to contact and interact with you via direct mail, email, telephone, SMS, messaging services (including (without limitation) Messenger, Whatsapp, Snapchat), the internet and social media; and

y. for any purpose that is reasonably apparent at the time your personal information is collected from you.

30. It is important that you understand and accept that PlayHQ and World Sport Action (or replacement), the Online System that publishes results, statistics, ladders and competition management for netball competitions in Australia, is a public portal and that the following information concerning individual players is publicly available and/or fully searchable:

a. player ID number;

b. first name and last name;

c. participating clubs, associations and competitions;

d. grade, season, round, date and match details;

e. fixtures, including (without limitation) dates, times, venues, results and opponents; and

f. playing statistics.

31. If for any reason, this information needs to be protected and not made public, please contact us using the contact details specified in section N of this Privacy Policy so that we can discuss with you the application of the provisions in section E of this Privacy Policy.

G. OUR ONLINE SYSTEMS

32. When you visit our Online Systems, our Online Systems may record certain information about your use of those Online Systems (such as the IP address, domain name and browser type of any computer used to access our Online Systems, which web pages you visit, the time and date of your visit and details of the information downloaded). We use this information for statistical purposes and to help analyse and improve the performance of our Online Systems.

We and our third party vendors/licensors may use cookies, clickstreams, web beacons, pixels, clear GIFs and measurement software and tools on our Online Systems.

33. Cookies are small text files that our Online Systems may place on your computer that help our Online Systems remember your preferences and improve your experience of using those Online Systems. Using cookies is standard practice for most large websites. In some cases, the cookies we use may collect and store personal information about you. This information will be treated by us in accordance with this Privacy Policy in the same way as we treat other personal information we collect about you. If you prefer, you can configure your web browser to accept all cookies, reject some or all cookies (other than necessary ones) or notify you when a cookie is sent. Each web browser is different, so you should check your web browser's relevant menus, including (without limitation) "Help", "Settings" or "Preferences" to learn or manage your browsing, cookie or data preferences. If you disable the use of cookies on your web browser or remove or reject specific cookies you may not be able to enjoy the enhanced user experience that cookies provide and you may not be able to access all of the content and features on our Online Systems.

34. Web beacons are images that originate from a third party site to track visitor activities. We may use web beacons to track the visiting patterns and browsing habits of individuals accessing our Online Systems. This information is not intended to and will generally not include any personal information, and we will not use the information to identify any individual.

35. Our Online Systems may contain links to third party Online Systems, including advertisers, sponsors, partners and Online Systems that allow interaction and sharing of content, including social media buttons such as Facebook, X (formerly Twitter), You Tube and Instagram. These linked third party sites, applications and widgets are not under our control and we make no representations or warranties in relation to the privacy policies or practices of these third party organisations and cannot accept responsibility for the conduct of these third party organisations, or their collection of information through these sites, applications or widgets. Before disclosing information on any third party Online Systems or using third party sites, applications or widgets, you should examine the terms and conditions of using those third party Online Systems and the relevant third party's data collection practices and privacy policy.

36. When you visit our Online Systems, our technology providers may make a record of your visit and log the following information for statistical and reporting purposes only - the user's server address, the user's IP address, the user's top-level domain name (for example .com, .gov, .au, etc), the date and time of the visit to the site, the pages accessed, the documents downloaded, the previous site visited and the type of browser used. We may use website analytic services to help analyse how you use our Online Systems. This generates statistical and other information about website use by means including the use of cookies. The information generated is used to create reports about the use of our Online Systems. We do not use these website analytics to track or collect any personally identifiable information of visitors to our Online Systems.

H. HOW DO WE HOLD PERSONAL INFORMATION?

37. We store information in a number of secure databases (including third party storage providers), paper-based files or other electronic record keeping methods. Personal information may be collected in paper-based documents and converted to electronic form for

use or storage. We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

38. The security of personal information is important to us and we use physical security and other measures to ensure that personal information is protected from misuse, interference and loss, and from unauthorised access, modification and disclosure. Personal information held in paper-based form is generally stored at our respective offices or, in the case of archived records, at external storage facilities in Australia.

39. We maintain computer and network security by using firewalls, user identifiers and passwords to control access to our Online Systems. Online purchases made via our Online Systems use encryption methods and credit card data is processed using systems compliant with the Payment Card Industry Data Security Standard. In some cases, there are statutory, audit, accounting, corporate, insurance and legal requirements for retaining information for a prescribed period of time.

I. WHO AND WHERE DO WE DISCLOSE PERSONAL INFORMATION?

40. We may disclose information to third parties engaged to assist with the provision of goods or services to us or you including (without limitation) data processing, cloud computing, data analysis, information technology or Online System services, development, maintenance, training and support, venues, event promotion or co-ordination, ticketing, training, printing, travel, accommodation, record archiving or back-ups, mailing, delivery, shipping, fulfilment, communications, surveys, competitions & promotions, security, performance, participation, registrations, subscriptions, advice, insurance, business management & operations, research and medical consultants & practitioners who provide medical services at competitions and events.

41. It would also be necessary to share your information with an acquirer or successor entity if we, or a substantial portion of our assets, undergo a business restructuring, merger, takeover, transfer of ownership, or similar transaction.

42. The third parties that we disclose personal information and the servers we use to operate our Online Systems are generally located in Australia, however, at times, they may be located overseas. We may also disclose your personal information to NA or a national netball organisation or tournament organising committee located outside Australia or World Netball if you are involved in a netball competition sanctioned by that national netball organisation, organising committee, NA or the World Netball. By providing your personal information to us or using our services, you consent to the disclosure of your personal information outside Australia, and acknowledge that we are not required to ensure that overseas recipients handle your personal information in compliance with Australian privacy laws. However, where practicable in the circumstances, we will take steps to require any such third parties to protect the privacy and security of your personal information and to only use it for the purpose for which it is disclosed in a manner consistent with this Privacy Policy. Where such third parties are located overseas, you may have rights to enforce such third parties' compliance with applicable data protection laws in their jurisdiction, but you may not have recourse against those parties under the Privacy Act in relation to how those parties treat your personal information.

J. HOW TO CORRECT AND ACCESS PERSONAL INFORMATION

43. Under the Privacy Act, individuals have a right to complete access to their records. You may request (by contacting us using the contact details specified in section N of this Privacy Policy) that we confirm whether we hold any personal information about you and, where applicable, request that we provide you with a copy of your personal information. You will be required to provide proof of identity to obtain access to your personal information. In most situations, if practicable, we will make available to you any personal information we hold about you. We will not charge you for lodging a request to access your personal information, but we may charge you for the reasonable costs incurred by us in providing you with access to your information.

44. In certain circumstances, we may not be able to provide you with access to your personal information, for example, where:

    a. access would have an unreasonable impact on the privacy of others;

    b. we are required by a law enforcement agency to withhold the information;

    c. the information may affect current or prospective legal claims, investigations or proceedings; or

    d. the information may affect the health or safety of another individual.

45. We take all reasonable precautions to ensure the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends on the information provided to us. You are encouraged to regularly review and update your personal information, including your contact details, in any of our Online Systems that you are able to log into. Or inform us if your details change. If there are any errors in your personal information and you provided your personal information to us via an Online System, you may be able to correct or update your personal information in that Online System at any time by logging in and submitting the updated information. Alternatively, you can contact NNSW using the contact details specified in section N of this Privacy Policy to request that they correct or update the personal information they hold about you.

46. If you ask us to correct personal information that we hold about you, or if we are satisfied that the personal information that we hold is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

47. If we correct personal information about you, and we have previously disclosed that information to another agency or organisation that is subject to the Privacy Act, you may ask us to notify that other entity. If so, we will take reasonable steps to do so, unless this would be impracticable or unlawful.

48. Except in the case of more complicated requests, we will endeavour to respond to access and correction requests within 30 days.

K. NOTIFIABLE DATA BREACHES SCHEME

49. In the event of any loss, or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, in accordance with our obligations under the

Notifiable Data Breaches Scheme, we will investigate and notify you and the Office of the Australian Information Commissioner (OAIC) as soon as practicable of becoming aware of the loss, or unauthorised access or disclosure, in accordance with the Privacy Act). When notifying you and the OAIC, we will outline the steps that will be undertaken in response to the breach. A review of the breach will be undertaken in accordance with our Data Breach Response Plan, and actions implemented to prevent a future breach.

L. OPT-OUT/UNSUBSCRIBE

50. You can easily opt-out or unsubscribe from our communications at any time by contacting us using the contact details specified in section N of this Privacy Policy or by following the instructions contained in the communication sent to you.

51. Please note that opting-out or unsubscribing from our communications does not mean that we will remove or delete all the personal information that we hold about you. Your personal information may still be stored and used by us in accordance with this Privacy Policy, and our functions and activities.

M. HOW TO MAKE A COMPLAINT

52. If you wish to complain about our collection, use or disclosure of your personal information or believe that we have breached this Privacy Policy, or any of the APPs in the Privacy Act, then you should make a complaint to us using the contact details specified in section N of this Privacy Policy. You should address your complaint in writing to NNSW's Privacy Officer, and you should include as much detail as you can about the personal information affected, and the circumstances that you believe amount to a breach of this Privacy Policy or the APPs.

53. We will undertake an internal investigation and may contact you if we need to obtain any further information in relation to your complaint. We will generally provide a written response to your complaint within 30 days. The response will set out the results of our investigation, including whether we agree that a breach of this Privacy Policy or the APPs has occurred.

54. If you are unhappy with our response to your complaint, you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC). Details of how to contact the OAIC are provided on its website at www.oaic.gov.au.

N. WHO TO CONTACT ABOUT PRIVACY MATTERS

55. If you would like to access the personal information that NNSW holds about you, or if you have any questions in relation to this Privacy Policy, or if you have a complaint, you should contact NNSW by using the contact details specified below.

56. You can contact NNSW by emailing policy@netballnsw.com.

57. Alternatively, you can write to NNSW (for the attention of the Privacy Officer) at 2 Olympic Boulevard, Syndey Olympic Pak or telephone NNSW on (02) 9951 5000.

O. CHANGES TO THIS PRIVACY POLICY

58. We may vary this Privacy Policy from time to time to reflect changes to our business practices, organisational structure, goods and services or changes to the law. If so, we will post an

updated version of this Privacy Policy on our Online Systems. This Privacy Policy was last updated on 28 October 2026.

59. By continuing to provide personal information or health information to NNSW or to use NNSW's services following any update to this Privacy Policy, you agree to be bound by the updated Privacy Policy.

END