

## **PRIVACY POLICY**

Sportscene is a privately owned and operated organisation, trading as Sportscene Super Warehouse, Unit 1 216-230 Woolcock Street Townsville, which retails sportswear and sporting equipment. Sportscene has established Sportscene Loyalty Programme. To join the Programme, the customer's personal information will be collected. To protect the customer's personal information Sportscene has developed a Privacy Policy, which complies the the *Privacy Act 1988*.

### **COLLECTION:**

The information collected by Sportscene is necessary for the Sportscene Loyalty Programme to function. The customer wanting to join the Rewards Club and access the Programme using the customer's unique card will supply the information collected.

If there is some information about yourself that you do not wish to disclose then we respect your privacy and you need not disclose the information so long as the information provided is sufficient to access a pin number. None of the information will be disclosed to any other organisation or person without the customer's prior consent.

Normally the customer will personally provide the information but if the information is received from someone other than the customer, reasonable steps will be taken to ensure the person providing the information is made aware of the purpose for which the information is being collected and that he or she can gain access to the information.

The information collected is the customer's name, address, telephone number, email address, date of birth and credit card details.

The information collected will be used to:

- Send mail outs
- Send birthday greetings

#### **USE AND DISCLOSURE:**

Sportscene will not use the information for any other purpose other than the primary purpose for which it collected. Under no circumstances will it be sold.

#### **DATA QUALITY:**

We rely exclusively on the accuracy of the information which is provided to us by the customer. If information is supplied to us that is incorrect, we take no responsibility for any loss or damage which may arise as a result of incorrect information being supplied.

#### **ACCESS:**

If Sportscene holds personal information about a customer, it will provide the customer with access to the information on the request of the customer. The request should be made to the Privacy Clerk, Sportscene Townsville, PO Box 1188, Castletown, QLD 4812. The telephone number is 07 4779 1422. Sportscene will take reasonable steps to satisfy itself that the request is being made by the customer or some person with the customers written authorisation. If information being held is incorrect, Sportscene will take reasonable steps to correct the information so that it is accurate, complete and up to date.

#### **DATA SECURITY:**

Sportscene operate a secure data network that is designed to protect personal information it holds from misuse and loss from unauthorised access, modification or disclosure.

Sportscene takes reasonable steps to destroy and permanently re-identify the personal information if it is no longer needed for any purpose for which the information may be used or disclosed by the National Privacy Principles.

**IDENTIFIERS:**

Sportscene will not adopt as its own identifier of a customer, any Commonwealth Government identifier or that of any Commonwealth Government Agencies.

**ANONYMITY:**

Wherever it is lawful and practicable, customers must have the option of not identifying themselves when entering transactions with Sportscene.

**TRANSBORDER DATA FLOWS:**

Sportscene does not transfer personal information about a customer to someone who is in a foreign country and it is not envisaged that it will do so in the foreseeable future.

However if the occasion arises then Sportscene will only transfer personal information if it reasonably believes that the recipient of the information is subject to a law, binding scheme or Contract which effectively upholds principles of fair handling of the information, but are substantially similar to the National Privacy Principles; or

If the transfer is necessary for the performance of a Contract between the customer and Sportscene; or

The transfer is necessary for the performance of the Contract between the customer and Sportscene, or for the implementation of pre-contractual measures taken in response to the customer's request; or

The transfer is necessary for the conclusion or performance of a Contract concluded in the interest of the customer between Sportscene and a third party; or

The customer consents to the transfer; or

All of the following apply:

- (i) The transfer is for the benefit of the customer;
- (ii) It is impracticable to obtain consent of the customer to that transfer;
- (iii) If it were practicable to obtain such consent the customer would be likely to give it; or

The organisation has taken reasonable steps to ensure that the information that it has transferred will not be held, used or disclosed by the recipient of the information inconsistently with National Privacy Policies.

### **SENSITIVE INFORMATION:**

Sportscene will not collect sensitive information about a customer unless the customer has consented; or

- (i) The collection is required by law; or
- (ii) The collection is necessary to prevent or lessen a serious and imminent threat to the life and health of any customer, where the customer whom the information concerns:
  - (a) Is physically or legally incapable of giving consent to the collection; or
  - (b) Physically cannot communicate consent to the collection.

### **COMPLAINTS and ENQUIRIES:**

Please contact our Privacy Officer should you have any questions about our Privacy Policy.

**MAIL:**

The Privacy Officer

Sportscene Townsville

PO Box 1188

Castletown

QLD 4812

Email: [sportscenetsvle@bigpond.com](mailto:sportscenetsvle@bigpond.com)