

## PRIVACY POLICY

<b>Current From:</b>	September 2024	<b>For Review:</b>	September 2026
<b>Version:</b>	4.0	<b>Replaces (last version):</b>	February 2021
<b>Custodian:</b>	Level 3 - Board	<b>File/Lifesaving Unit</b>	Corporate Services

The Royal Life Saving Society – Western Australia (“RLSSWA” or “we”), is committed to supporting and complying with the *Privacy Act 1988* (Cth) (“Privacy Act”) and the Australian Privacy Principles (“APPs”) which set clear standards for the collection, use, disclosure and storage of personal information which we obtain as part of our operations.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

By providing your personal information to RLSSWA, you consent to its use, storage and disclosure in accordance with this Privacy Policy.

### Our Operations

Our aim is to empower the community to be safe in and around water and to lead efforts to reduce the impact of drowning. In order to achieve our aim, we provide a range of services (“Services”) that include:

- educational programs for water safety, swimming, survival and resuscitation;
- vocational training in pool operations, lifeguarding, swim teacher and emergency care;
- member development and support services;
- aquatic safety assessment services; and
- public education and promotion of water safety.

From time to time we may also provide products that are associated with our Services.

### Collection of Information

Personal information is information or an opinion which can be used to identify an individual. We will only collect personal information that is necessary for our day-to-day operations, which includes:

- the provision of our Services;
- the provision of our Services on behalf of various organisations (“our clients”);
- marketing or distributing our own, our clients’ or our suppliers’ products or services;
- procuring applications from you for our own or our clients’ services (such as training services, charitable donations, licensed fundraising, or memberships); and
- research into water safety issues.

Personal information may also be collected to ensure that the Services we provide are managed safely and in accordance with any health concerns of the participants. This includes verifying the identities of volunteers and potential employees seeking to work at RLSSWA.

The types of personal information we collect and hold includes:

- name, contact details (address, phone, email);
- credit card details, bank account details, personal ID numbers (e.g. driver’s license, date of birth and employer details); and
- ethics approved water safety research data.

Personal information is obtained by us in a number of ways. This includes:

- through online and hardcopy application forms related to the course and training programs offered by RLSSWA;
- through consent forms related to the course and training programs offered by RLSSWA;
- when contact is made with us via our website, email, telephone or mail;
- when you attend or participate in any activity or event run by RLSSWA;
- when you purchase products or services from our website; and
- when you purchase raffle tickets or enter any other competition run by RLSSWA.

We may also collect videos and photographs relating to events we participate in and organise, which may identify individuals.

Generally, we will not collect any sensitive information about you (including information about religious beliefs, political beliefs, racial or ethnic origin, professional or trade associations, sexual preferences, health information and/or your criminal record). However, if the need arises, for example if we are required to by law, or the collection of such information is reasonably necessary in the circumstances, we may collect and/or disclose sensitive information about you with your consent. Unless you inform us otherwise, we will assume that you consent to us collecting any sensitive information provided to us by you in accordance with this Privacy Policy.

You do not have to provide us with your personal information but, if you do not provide us with the information we require, we may not be able to provide our Services to you or products or services you would like.

We may collect personal information from third party sources where required. We may also be provided with personal information from third parties. This policy will also apply to personal information gathered in this way.

### **Use and Disclosure**

We will only disclose your information for the purposes for which it was initially collected, other directly related purposes, purposes to which you otherwise consent or as permitted or required by law.

We do not send any personal or sensitive information overseas unless we have your consent. Where we provide Services to, or on behalf of, our clients, any information we obtain may be disclosed to that client for their records. Our clients will collect, use and hold the information in accordance with their privacy policies. Our clients will not place your information on any mailing list or provide it to any other party for any other purpose, except as where permitted or required by law.

We may share personal information with other parties (for example suppliers, service providers, agents, business partners or for the purposes of running background checks on employees or volunteers) who provide services to RLSSWA such as marketing support, IT support and HR services.

### **Marketing and Fundraising**

Unless you advise us in writing that you do not want us to do so, or you have opted out of our direct marketing mailing list, we may:

- use your personal information for the purpose of fundraising or providing you with special offers you may find of interest, important changes to the functionality or content of our website, or information on new products or services to be offered by RLSSWA or our sponsors and other partners; and/or

- provide your details to third parties who we partner with, with the purpose of providing you with offers for products, services and/or benefits.

### **Data Storage and Security**

We store and hold your personal information securely through physical and electronic means. We will take all reasonable steps to ensure that your personal information is not misused, lost, interfered with or subject to unauthorised access, modification or disclosure.

We will also take action as required to destroy or permanently de-identify any personal information about you that we no longer require.

### **Access and Correction**

RLSSWA takes reasonable steps to ensure personal information that we hold is accurate, complete and up-to-date. To assist us with this, please contact us as soon as possible if you are aware of any changes required to your personal information. Some of the security measures RLSSWA employs include data encryption and restricted access (multi factor authorization) to the systems that hold and store personal information.

Under the Privacy Act, you have a right to access the personal information that we hold about you. We will take all reasonable steps to correct any information you find inaccurate. Should we deny access and/or refuse to correct your personal information, we will provide you with reasons that will be based on the grounds provided by the Privacy Act.

All requests for access or correction to personal information should be made to the Privacy Officer by email, post or phone as detailed below. A reasonable fee may be charged for providing you with access to your personal information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

### **Complaints**

If you wish to make a complaint about a breach of this privacy policy, the APPs or the Privacy Act you can contact us using the contact details below. You will need to provide us with sufficient details regarding your complaint as well as any supporting evidence and/or information.

We will refer your complaint to the Privacy Officer who will investigate the issue and determine the steps (if any) that we will undertake to resolve your complaint.

We will contact you if we require any additional information from you and will notify you in writing of the outcome of the investigation. If you are not satisfied with our determination, you can contact us to discuss your concerns or complain to the Australian Privacy Commissioner via [www.oaic.gov.au](http://www.oaic.gov.au)

### **Contact us**

Please contact us if:

- you have any queries in relation to our privacy policy; or
- you would like to know what personal information we hold about you and how you can gain access to it; or
- you believe that your privacy has been breached and you wish to make a complaint.

You may contact us by:

Writing: The Royal Life Saving Society Western Australia  
PO Box 28, Floreat Forum WA 6014  
Emailing: [info@royallifesavingwa.com.au](mailto:info@royallifesavingwa.com.au)  
Phoning: 08 9383 8200