

**PONY CLUB ASSOCIATION OF QUEENSLAND**

**PRIVACY POLICY**

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# Pony Club Association of Queensland Incorporated

## PRIVACY POLICY

### 1. About our privacy policy

Pony Club Association of Queensland Incorporated (PCAQ) ('we', 'us', 'our') recognise the importance of privacy and are committed to protecting the privacy of individuals when handling their personal information. We handle personal information for purposes relating to:

- a. the encouragement of people of all ages to compete in and enjoy equestrian events;
- b. support of all equestrian related industries; and
- c. promotion of equestrian policies to local, state and federal Governments.

Our Privacy Policy outlines how we handle personal information in an open manner in accordance with the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). By providing us with your personal information you consent to us handling it in accordance with this Privacy Policy.

### 2. We respect your privacy

"Personal information" is information we hold which is identifiable as being about you. We respect your right to privacy and this policy sets out how we collect and treat your personal information.

### 3. What personal information we collect

We may collect the following types of personal information from you:

- name
- address
- date of birth
- phone number
- fax number
- email and website addresses
- information about the goods or services you have ordered
- information from enquiries you have made
- communications between us
- credit card information
- information about breaches of any of our policies that you have made in the past
- details of the equestrian equipment that you own (including vehicle information and number plates of vehicles used to carry ponies, horses and equestrian equipment);
- information about any pony or horse that you own or have owned including vaccinations; and
- criminal and traffic history;
- whether you own a blue card issued by the Commission for Children and Young People and Child Guardian (or its successive body).

### 4. How we collect your personal information

We collect personal information from you in a variety of ways, including:

- when you interact with us electronically or in person;
- when you access our website;
- when we provide our services to you; and
- when you enter equestrian competitions.
- when you make application for membership

**5. Use of your personal information**

We use your personal information to provide our service to you. We also use it to improve our service and to notify you of promotions, advertising and opportunities that we think you might be interested in.

We do not provide your personal information to third parties, except that we may provide your personal information to our business partners who assist us in the provision of our services to you and where we are required by law to provide your personal information to third parties.

**6. Disclosure of your personal information overseas**

We are likely to disclose your personal information to only Australian recipients.

**7. Security of your personal information**

We take reasonable steps to protect your personal information. However we are not liable for any unauthorised access to this information.

**8. Access to your personal information**

You can access and update your personal information by contacting us on. We may charge a reasonable administration fee for this access.

**9. Complaints about privacy**

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to us at PO Box 2378, Fortitude Valley BC Q 4006. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

**10. Changes**

Please be aware that we may change this Privacy Policy in the future. The revised versions will be uploaded onto our website, so please check back from time to time.

**11. Website***When you visit our website*

When you come on to our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

*Cookies*

As is very common for companies, we use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website.

*Third party sites*

Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

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Signature: \_\_\_\_\_ Date: //

[President]

Enquiries

(Office of PCAQ)