



VQ Privacy Policy

Policy: Privacy Policy
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1. Purpose

The protection of personal information is important to Queensland Volleyball Association Incorporated trading as Volleyball Queensland (VQ). VQ is committed to respecting the right to privacy and the protection of personal information.

This document sets out how VQ may collect, hold and use personal information. A person providing personal information to VQ, whether directly or through an affiliated organisation, is considered to consent to its use, storage and disclosure in accordance with this Privacy Policy and the Privacy Act 1988 (Cth).

2. Scope

This Policy governs the collection, use, storage and disclosure of personal information by VQ.

This policy applies to:

- All members, participants, volunteers, employees, contractors and officials of VQ;
- Individuals who interact with VQ through its website, programs, events or services;
- Parents and guardians of children who participate in VQ activities;
- Personal information collected by VQ directly or through affiliated clubs, associations and other third parties; and
- Personal information held in all formats including paper records, electronic databases and digital communications.

3. Legislative Framework and Compliance

This policy has been developed in accordance with the following legislation and standards:

- Privacy Act 1988 (Cth) including the Australian Privacy Principles;
- Notifiable Data Breaches Scheme under the Privacy Act 1988 (Cth); and
- Child Safe Organisations 2024 (Qld)

4. Definitions

Term	Definition
Personal Information	Information or an opinion, whether true or not and whether recorded in material form or not, about an identified individual or an individual who is reasonably identifiable.
Sensitive Information	A subset of personal information that includes information or an opinion about an individual's racial or ethnic origin, political opinions, membership of political associations, professional or trade associations or trade unions, religious beliefs or affiliations, philosophical beliefs, sexual orientation or practices, criminal record, health or genetic information, or biometric information or templates.
Affiliates	Clubs, associations and other organisations that are members of or affiliated with VQ.
Australian Privacy Principles	The privacy principles contained in Schedule 1 of the Privacy Act 1988 (Cth).
Consent	Voluntary agreement by an individual to the collection, use or disclosure of their personal information for specified purposes.

5. What Personal and Sensitive Information does VQ collect?

5.1. Personal Information

Personal information is information or an opinion, whether true or not and whether recorded in material form or not, about an individual whose identity is reasonably apparent or can be reasonably ascertained from the information or opinion.

The information collected by VQ about a particular person will vary depending on the circumstances of collection. It may include, but is not limited to:

- Contact details including name, email address, postal address and telephone number
- Date of birth and gender
- Emergency contact details
- Credit card or payment details
- Working with children check or blue card details
- Driver's licence or passport number



- Insurance details
- Employment history and qualifications
- Photographs and video recordings
- Communication history with VQ

5.2. Sensitive Information

Sensitive information is a type of personal information that also includes information or an opinion about someone's:

- (a) racial or ethnic origin
- (b) political opinions
- (c) membership of a political association, professional or trade association or trade union
- (d) religious beliefs or affiliations or philosophical beliefs
- (e) sexual orientation or practices
- (f) criminal record
- (g) health or genetic information
- (h) biometric information or templates

In certain circumstances, VQ may collect sensitive information such as health information, including disabilities or medical conditions, to ensure the safety and welfare of participants and to provide appropriate support. VQ will only collect sensitive information with explicit consent unless required or authorised by law.

6. How does VQ Collect Personal Information?

6.1. Methods of Collection

VQ may collect personal information in a variety of ways, including:

- Directly from individuals when they complete a membership application, registration form, event entry or other documentation
- When individuals make enquiries or interact with VQ staff or representatives
- Through the VQ website, online portals or electronic communications
- From affiliated clubs, associations and member organisations
- From third party service providers and contractors
- From Volleyball Australia and other state or territory volleyball bodies



6.2. Providing Information

Depending on the circumstances, some types of information will be required, and others may be optional. If a person does not provide some or all of the information requested, this may affect VQ's ability to communicate with that person or provide them with the requested products or services.

If a person does not provide requested information, that person may risk their ability to participate in programs, competitions or events, or apply for employment or volunteer positions with VQ or its affiliates. If it is impracticable for VQ to engage with a person because they are withholding requested information or consent, VQ may elect not to do so.

6.3. Collection from Third Parties

VQ may collect personal information regarding a child from the parent or other responsible person associated with that child. VQ also collects information from affiliates and other third parties including Volleyball Australia, Sport Integrity Australia, the Australian Sports Commission, Queensland Academy of Sport, and government bodies.

7. How does VQ use Personal Information?

VQ may use personal information for a range of purposes, including:

- Processing membership applications and renewals
- Registering participants for competitions, events, programs and camps
- Selecting teams and representative squads
- Administering accreditations for coaches, referees and officials
- Processing payments and managing financial transactions
- Communicating with members and participants about VQ activities
- Promoting VQ activities and events
- Managing complaints, disputes and disciplinary matters
- Ensuring the safety and welfare of participants
- Complying with child safety obligations and working with children requirements
- Conducting background checks where required
- Recruiting and managing employees, contractors and volunteers
- Compiling statistics and reports for internal use and for reporting to volleyball Australia and funding bodies



- Complying with legal and regulatory obligations

8. Disclosure of Personal Information

8.1. Circumstances of Disclosure

VQ may disclose personal information to third parties in circumstances where such disclosure is necessary for the purposes outlined in this policy. Third parties may include:

- (a) VQ affiliates including clubs and associations
- (b) Volleyball Australia and other State and Territory Volleyball bodies
- (c) National and international volleyball organisations including Volleyball World
- (d) Sport Integrity Australia and the Australian Sports Commission
- (e) Queensland Academy of Sport and the Queensland Government
- (f) Sponsors, partners and commercial service providers
- (g) Insurance providers
- (h) Professional advisers including legal, accounting and audit services
- (i) Law enforcement and government agencies where required by law
- (j) Any other person or entity with the individual's consent

8.2. Overseas Disclosure

In some circumstances, personal information may be disclosed outside of Australia, for example when information is disclosed to Volleyball World located in Switzerland or to organisers of international competitions and tours. Where VQ discloses personal information overseas, it will use reasonable endeavours to ensure that such parties are subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are like the Australian Privacy Principles. VQ will seek consent from individuals at the time personal information is collected, including for any disclosure to overseas recipients.

8.3. Direct Marketing

Unless otherwise advised, VQ will assume consent to use personal information (other than sensitive information) for marketing purposes including providing information about VQ activities, events and partner offers.



Every person whose data is collected by VQ has the option to refuse email, SMS or posted communications by making a request in writing to VQ via the contact details set out below, or by making use of the unsubscribe procedures included in any communications from VQ.

8.4. Other Disclosures

VQ may also disclose personal information:

- (a) With a person's express or implied consent
- (b) When required or authorised by law
- (c) To an enforcement body when reasonably necessary
- (d) To lessen or prevent a threat to an individual or public health or safety

9. Information Storage and Security

9.1. Storage Methods

VQ stores information in different ways, including in paper and electronic form. Much of the information VQ collects from and about members is added to VQ's membership database which may be hosted by a third party data storage provider. When a person's information is entered into VQ's membership database, the information may be combined or linked with other information held about that person.

VQ's membership database is shared among VQ and its affiliated clubs and associations, with each organisation having access to information relevant to its members.

9.2. Security Measures

Security of personal information is important to VQ. VQ has taken steps to protect the information held from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures VQ uses include:

- Strict confidentiality requirements of VQ employees, volunteers and service providers
- Security measures for system access including password protection, with user permissions granted on a need to access basis to ensure individuals only access information required for their role
- Security measures for the VQ website such as firewalls and encryption
- Secure storage of paper records



- Regular review and updating of security practices

9.3. Data Breach Notification

VQ is required to comply with the Notifiable Data Breaches Scheme under the *Privacy Act 1988* (Cth). Where VQ experiences a data breach that is likely to result in serious harm to any individual whose personal information is involved in the breach, VQ will notify the affected individuals and the Office of the Australian Information Commissioner as required by law. VQ will also outline the steps to be undertaken in response to the breach and will review the breach to implement actions to prevent future breaches.

9.4. Retention and Destruction

VQ will retain personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When personal information is no longer needed, VQ will take reasonable steps to destroy or permanently de-identify the information.

10. VQ Website

10.1. Website Usage Information

When users visit VQ websites, VQ systems may record certain information about their use of the site, including the Country visited from and the time and date of their visit. VQ uses this information to help analyse and improve the performance of VQ websites.

10.2. Cookies

VQ may use cookies on its websites. Cookies are small text files that help a website to remember the preferences of users to improve the experience of using that website. In some cases, the cookies that VQ uses may collect some personal information. VQ will treat this information in the same way as other personal information it collects.

A user is free to disable cookies on their internet browser to prevent this information being collected. However, users opting to do so may lose the benefit of the enhanced website experience that the use of cookies may offer.

10.3. External Websites



External websites linked to VQ websites are not subject to VQ's privacy standards, policies or procedures. VQ cannot take any responsibility for the collection, use, disclosure or security of any personal information that a person provides to a third party website.

11. Accessing and Correcting Personal Information

11.1. Accuracy of Information

VQ will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and current. However, VQ relies on the accuracy of personal information as provided to it both directly and indirectly.

11.2. Requesting Access

Individuals may request access to their personal information held by VQ by making a request in writing via the contact details set out below. VQ will respond to any request for access within 30 working days and will provide the requested information or an explanation if access is refused.

In order to maintain the confidentiality of personal information, VQ may ask a person to provide specific identification.

11.3. Requesting Correction

If the personal information VQ holds is found to be inaccurate, incomplete or not current, VQ should be advised immediately so that the information may be corrected. Requests for correction should be made in writing to VQ via the contact details set out below.

12. Resolving Privacy Issues and Complaints

Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to personal information may be made in writing to VQ at this address:

Privacy Officer (Chief Executive Officer)

Volleyball Queensland

Email: ceo@vq.org.au



VQ will endeavour to respond to complaints within 30 days. If VQ is unable to resolve a complaint within a reasonable timeframe, or if an individual is unhappy with the outcome of their complaint, they can contact the Office of the Australian Information Commissioner via the enquiries line 1300 363 992 or website www.oaic.gov.au.

13. Policy Review

VQ may amend this Privacy Policy from time to time. The current version will be available on the VQ website and at the VQ office. Individuals should regularly review this policy to ensure they are aware of any changes.

For further information on VQ's management of personal information, please contact VQ using the details above.