

# MetroStars Privacy Policy

## 1. MetroStars

This is the Privacy Policy (**Policy**) of NORTH EASTERN METRO STARS INCORPORATED (**MetroStars, we or us**) ABN 24 270 676 655 of PO Box 8, Klemzig SA 5087. This Policy is to be read in conjunction with the privacy policy that applies to Football South Australia (**Football SA**) and is linked via its website (<https://www.footballaustralia.com.au/privacy>).

## 2. About this Policy

2.1 This Policy sets out the way in which MetroStars collects, uses and discloses personal information and also explains how to contact MetroStars. MetroStars is committed to protecting your personal information in accordance with *Privacy Act 1988* (Cth). Please read this Policy carefully.

2.2 We may modify or update this Policy from time to time by publishing a new version of the Policy on the MetroStars website and any related websites, mobile websites or applications which link directly to this Policy (collectively, the **MetroStars Sites**). We will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact the MetroStars Administration Officer using the details in section 13.

## 3. Summary

3.1 MetroStars may collect, use, hold and disclose personal information that we collect from you or from third parties for a variety of purposes, including to provide or promote our services to you (see sections 4 – 6). You can opt-out of receiving marketing materials from MetroStars at any time by utilizing the unsubscribe feature on any electronic marketing communications that you receive, or in the case of other direct marketing materials by contacting the MetroStars Administration Officer in accordance with section 13.1 below.

3.2 MetroStars may disclose your personal information to third parties in the course of our operations, including to other football organisations and to Football SA and Football Australia. From time to time, we may also provide personal information to third parties outside Australia (see sections 7 and 8).

3.3 MetroStars may collect information in relation to your use of our websites, including through the use of cookies. Such information may be used to optimise or maintain our website, as well as for advertising purposes (see section 9).

3.4 MetroStars takes reasonable steps to protect the personal information that we hold. This includes using password-protected systems to store personal information (see section 10).

3.5 You can request to access and/or correct personal information that MetroStars holds about you, or to make a complaint about our handling of your personal information. You can do so by contacting the Administration Officer using the details set out at the end of this Policy (see sections 11 and 13).

## **4. What kinds of information do we collect?**

4.1 In the course of its operations, MetroStars may collect, use and disclose the personal information of players, ticketholders, administrators, participants and other individuals for the purpose of governing and administering of the MetroStars football club, as described in this Policy. The precise nature of the collection, use and disclosure of personal information by MetroStars depends on the services you request and receive from, and your interaction with, MetroStars.

4.2 Personal information collected and held by MetroStars may include your name, address, phone numbers, email address, date of birth, gender, occupation and social media details.

4.3 Depending on the services you receive from MetroStars, we may also collect and hold details about your participation history, and membership history as well as your emergency contact information, credit card information, driver's license details,

reference check information and details of items ordered or purchased from MetroStars.

4.4 In certain circumstances, MetroStars may collect information about your health or other sensitive information about you (for example, information about your racial or ethnic origin or physical health). MetroStars may use health information about you to ensure that football programs in which you participate are run safely and in accordance with any special health needs you may have and for insurance purposes. MetroStars may also use health information as required by the law or the policies of Football Australia and/or Football SA, including medical and anti-doping testing and investigations.

4.6 If you choose not to provide certain personal information, MetroStars may not be able to communicate with, or provide services to, you. For example, you may not be able to register to play football or participate in some of the activities on the MetroStars Sites if you do not provide certain personal information.

## **5. How do we collect and hold your personal information?**

5.1 We may collect your personal information from you or from a third party.

5.2 For example, MetroStars may collect personal information from you:

- (a) via the MetroStars Sites;
- (b) when you provide it to MetroStars by filling in forms approved by MetroStars from time to time;
- (c) when you contact MetroStars;
- (d) when you engage with MetroStars via social media;
- (e) when you subscribe to receive football related newsletters or other information; or
- (f) when you enter a competition that is being conducted by, or on behalf of, MetroStars.

5.3 MetroStars may also collect personal information about you from third parties, including:

- (a) a Member Federation, association, club and/or a competition administrator registered with Football Australia or Football SA from time to time (**Football Administrators**);
- (b) your representatives;
- (c) corporate partners, licensees, sponsors, suppliers and broadcasters of MetroStars, Football SA and/or Football Australia (**Partners**);
- (d) ticketing agents and event organisers, when you purchase tickets to a football related event;
- (e) vendors, when you purchase football related merchandise; and
- (f) the organisations identified under section 7 below.

## **6. For what purposes do we collect, hold, use and disclose your personal information?**

6.1 MetroStars may collect, hold, use and disclose your personal information for various purposes, including:

- (a) to verify your identity;
- (b) to ensure compliance with laws and/or the policies of Football SA and Football Australia;
- (c) to organise, conduct and promote football competitions, matches, programs and other events (including for the purpose of distributing newsletters, providing information and making ticket offers);
- (d) to develop programs, activities, events, products, services and merchandise relating to football;
- (e) to provide you with information about our products and services, including information about tickets, merchandise and special offers, or which we reasonably believe may be of interest to you;
- (f) to investigate and take action in the event that applicable laws or regulations are breached, including terms of admission and codes of conduct;
- (g) to carry out market research and surveys;
- (h) to contact you if you win a prize in a competition you have entered and to send the prize to you;
- (i) to administer, manage and improve the MetroStars Sites and to provide you with, or optimise your, access to those MetroStars Sites;

(j) so that MetroStars can provide you with direct marketing communications in relation to products, services, tickets, merchandise and special offers made available by MetroStars, Football SA, Football Australia or our Partners that we think will be of interest to you. You will be able to opt-out of receiving direct marketing communications from MetroStars 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 the MetroStars Administration Officer in accordance with section 13.1 below;

(k) where permitted by MetroStars, to enable Partners who have a relationship with us, Football SA or Football Australia to market and promote their products and services to you. You will be able to opt-out of MetroStars disclosing your personal information to Partners for the purposes 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 the MetroStars in accordance with section 13.1 below; and

(l) for any use that is reasonably apparent at or around the time the information is collected or that is otherwise notified to you from time to time.

6.2 We may collect, use or disclose information about you in order to combine the information that we hold about you with information about you collected from or held by other trusted partners or from public sources. We do this in order to enable the development of consumer insights about you so that we and those other trusted companies can serve you better. This includes being able to better understand your preferences and interests, personalise your experience, enhance the products and services you receive, and to tell you about products and services. We may also use trusted service providers to undertake the process of creating these consumer insights.

## **7. To whom do we disclose your personal information?**

7.1 We may disclose your personal information for the purposes described in this Privacy Policy to:

- (a) a Football Administrator that you have registered with or expressed an interest in, which may then use your personal information to administer the game of football and keep you updated with information about them.
- (b) Football SA and Football Australia and their related bodies corporate;
- (c) Fédération Internationale de Football Association and its members, including the Asian Football Confederation;
- (d) the Australian Sports Anti-Doping Authority, Australian Institute of Sport and/or Australian Olympic Committee;
- (e) MetroStars' insurers;
- (f) MetroStars' professional advisors, including our accountants, auditors and lawyers;
- (g) third party service providers, suppliers and partners, such as ticketing agents;
- (h) government agencies, regulatory bodies and law enforcement agencies, or as required, permitted or authorised by law or where we have a public duty to do so, including for purposes of safety and security; and
- (i) where you have consented to your personal information being disclosed to others;
- (j) anyone to whom our assets or businesses (or any part of them) are transferred; and
- (k) specific third parties authorised by you to receive information held by us.

7.2 Partners or Football Administrators may have separate privacy policies which apply to their collection, use and disclosure of your personal information. You should refer to that privacy policy for further details, including how you can contact the relevant Partner or Football Administrator if you have any queries, or wish to make a complaint, about their handling of your personal information. The privacy policies of Football SA and Football Australia are available via their website and as linked above at section 1 of this Policy.

## **8. Do we disclose your personal information outside Australia?**

8.1 MetroStars will store personal information on data servers that are controlled by MetroStars and are located within Australia where

reasonably possible. However, in some circumstances, we may disclose your personal information to third parties located outside Australia, including in the USA.

8.2 In all cases, by providing your personal information to us or using our services, you consent to the disclosure of your personal information outside Australia as set out in this Policy. However, where reasonably practicable in the circumstances, MetroStars will take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with this Policy.

## **9. Using a MetroStars Site**

9.1 If you visit a MetroStars Site, MetroStars may record information such as your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, the MetroStars Site pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes, including identifying usage trends, to track users' movements around the MetroStars Sites and to gather demographic information about MetroStars Sites users collectively.

9.2 Like many other websites, the MetroStars Sites may use 'cookies' from time to time. A cookie is a piece of data that allows us to identify and interact more effectively with your device. The cookie helps MetroStars to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser to reject cookies however some parts of our website may not have full functionality in that case.

9.3 In some cases, MetroStars and its third-party service providers may use cookies and other technologies such as web beacons and JavaScript on an MetroStars Site in connection with online services like banner advertising, website analytics and surveys to collect information about your use of an MetroStars Site. The use of these technologies allows Football Australia and its third-party service providers to evaluate a user's use of a MetroStars Site, deliver customised advertising content, measure the effectiveness of the advertising and provide other services relating to website activity

and internet usage. The services we may use from time to time include Google Analytics, Nielsen, AdTech, Omniture and Facebook. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct.

9.4 When we send you emails or other electronic messages, MetroStars may record where you open the message and click on particular links. This helps us to better understand what information is of interest to you.

## **10. Protecting your personal information**

10.1 MetroStars takes the security of personal information seriously. MetroStars has appointed a Administration Officer to oversee MetroStars' management of personal information in accordance with this Policy and the *Privacy Act 1988* (Cth).

10.2 MetroStars uses a number of physical, administrative, personnel and technical measures to protect the security and privacy of your personal information. For example, all electronic data that is held by Football Australia is stored on password protected systems.

10.3 If you are considering sending us any other personal information through a MetroStars Site or other electronic means, please be aware that the information may be insecure in transit, particularly where no encryption is used (e.g. email). Any transmission is therefore at your own risk.

10.4 Where MetroStars has given you (or where you have chosen) a password which enables you to access certain parts of an MetroStars Site, you are responsible for keeping this password confidential. MetroStars suggests that you do not share the password with anyone and to change it regularly.

## **11. How can you access and correct your personal information?**



11.1 MetroStars takes reasonable steps to ensure the personal information that MetroStars collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide.

11.2 You can request access to the personal information we hold about you and can request the correction of your personal data if it is inaccurate, incomplete or out of date. If you would like to do so, please contact the MetroStars Administration Officer to submit an enquiry to access the personal information MetroStars holds about you. The MetroStars Administration Officer's contact details are set out in section 13 .

11.3 If you provided your personal information via a MetroStars Site, you can also update that information at any time by logging onto the relevant MetroStars Site and submitting the updated information or by contacting the MetroStars Administration Officer.

## **12. Can you opt out of direct marketing communications?**

You can opt out of receiving marketing messages from MetroStars at any time by following the unsubscribe instructions on electronic marketing communications, or in the case of other direct marketing materials, by contacting the MetroStars Administration Officer in accordance with section 13.1 below.

## **13. Contacting the Administration Officer and Making Complaints**

13.1 You may contact the MetroStars Administrator Officer by writing to [admin@metrostars.com.au](mailto:admin@metrostars.com.au) or PO Box 8, Klemzig SA 5087.

13.2 You may complain about our collection, use or disclosure of your personal information by contacting the MetroStars Administration Officer using the contact details above with your full name and contact details, together with a detailed description of the complaint. We will respond to your complaint within a reasonable

period of time and inform you of the next steps we will take in dealing with your complaint. If we are unable to resolve your complaint, you may contact the Office of the Australian Information Commissioner (**OAIC**) at:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Address: GPO Box 5288

Sydney NSW 2001;

Telephone: 1300 363 992.

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