



## **Fremantle Football Club Privacy Statement**

Keeping customer information secure is a top priority for all of us at the Fremantle Football Club. We hope this notice helps you understand how we handle the personal information about you that we collect and how you can control our disclosure of personal information about you. The provisions of this notice will apply to former customers as well as our current customers unless we state otherwise.

When the Fremantle Football Club shares personal information within the various departments of the club it can make it easier to provide information to you on club services, events and other special offers that may be of interest and benefit to you from the club.

The Fremantle Football Club is subject to the National Privacy Principles under the Privacy Act, and this document outlines how we intend to deliver all the rights and protections customers are entitled to.

### **Our policies and practices to protect your personal information:**

We protect the personal information we collect about you by maintaining physical, electronic, and procedural safeguards that meet or exceed applicable law.

We require third parties that process personal information on our behalf to follow stringent standards of security and confidentiality.

We train people who work for us how to properly handle personal information and we restrict access to what is necessary for specific job functions.

### **Categories of personal information we collect and hold:**

The nature of the personal information we collect, and where it comes from, will vary and may include:

- information we collect from you on applications or other forms, such as name, address, telephone number, occupation, etc.
- information about your transactions with us, such as credit card and bank account details.
- information we receive from you when dealing with the club.

**Purposes of collecting your information:**

We will only collect personal information necessary for the product or service we provide to you. These purposes may include:

- processing a product application.
- processing receipts and payments, and servicing customer's accounts.
- responding to customer inquiries about applications, accounts or services.
- understanding customer needs and offering products and services to meet those needs.
- meeting legal and regulatory requirements.

We will not disclose any of the above information that we collect to any third parties without your consent.

**Disclosures of your information:**

In common with many organisations, we keep our costs down by obtaining some routine services from external service providers, and your information may be provided to them on a confidential basis for this purpose. These disclosures and others to third parties may be for:

- data processing and market research services.
- regulatory and compliance purposes.
- participating in payment systems, for example bank clearing and credit card associations.
- direct mail and other bureau distribution services.

We can provide a list of third parties to whom we may disclose information on request.

**CONTACT US:**

If you wish to find out more information, or raise any specific or general concerns about the Fremantle Football Club and its Privacy Policy, the contact details are as follows:

Chief Operating Officer  
Fremantle Football Club,  
PO Box 381,  
Fremantle WA 6959.  
Email: [privacy.officer@fremantlefc.com.au](mailto:privacy.officer@fremantlefc.com.au)  
Telephone: (08) 9433 7000  
Facsimile: (08) 9433 7001

### **COMPLAINTS and DISPUTES:**

If you have reason to believe that any Fremantle Football Club department has breached the Privacy Policies outlined in this document, we urge you to raise this with the club's Privacy Officer.

We will investigate all complaints and respond to you within 14 days. If we find a complaint justified, we will resolve it. If necessary, we will change policies and procedures to maintain our high standards of performance, service and customer care.

This is your right under the Privacy Act.

### **ACCESS:**

You are entitled under the Privacy Act to access the information an organisation holds about you. We want to make this as simple as possible for you. You can obtain a form from the club's Privacy Officer for this purpose, though you can make the request in a letter or by telephone if you prefer.

Given the range and diversity of the club's operations, to help us locate and provide the information you request, we would ask that you be reasonably specific about the information you require.

We will need to validate the identity of anyone making an access request, to ensure that we do not provide your information to anyone who does not have the right to that information.

Where a customer establishes that the personal information we hold on them is not accurate, complete or up-to-date we will correct our records as necessary.

Access to information about you is your right under the Privacy Act.

### **YOUR PRIVACY PREFERENCES:**

Please remember that we will protect your personal information regardless of your privacy preferences.

If you do not wish us to communicate marketing offers to you, you may use the following methods to inform us:

Mail To:

Chief Operating Officer  
Fremantle Football Club,  
PO Box 381,  
Fremantle WA 6959.

Email: [privacy.officer@fremantlefc.com.au](mailto:privacy.officer@fremantlefc.com.au)

Telephone: (08) 9433 7000

Facsimile: (08) 9433 7001

Please do not include account numbers or other sensitive data in emails, since it may not be secure.

### **Your Role In Safeguarding Your Information**

Our security standards are high. We test every electronic product to ensure that it meets our criteria. However, the software that you run on your own PC and the Internet itself can impact the "secure environment" necessary for undertaking Internet services with the club. You also play an important role in maintaining the security of your information while using the Internet. You should ensure that you are familiar and comfortable with the security level of your browser and watch for security alerts affecting the software on your PC or the browser you are using.

### **Use of Cookies**

In order to improve our site, we utilise "cookies" to maintain a record of your visit. A cookie is small amount of data that is transferred to a web browser by a web server and can only be read by the server that gave it to you. This information does not identify you personally and you remain anonymous unless you have otherwise provided the club with personal identifiable information. If you do not wish to accept cookies you will find instructions for disabling this function within your browser. In Internet Explorer choose "Internet Options" or in Netscape Navigator choose "Internet Preferences".

### **Members and Supporter Services**

The club's member and supporter operations offer services so that you may receive information about the club, our services, products and latest news by email. While the club endeavours to provide you with this information on a timely basis, the club cannot guarantee that delivery by email will not be unavoidably delayed.

The club collects details in a membership database and will not make membership details to external parties.

### **Your Concerns Matter To Us**

If you have any concerns or questions about privacy and confidentiality - or any concerns about the way a request for information was handled, you can contact us on +61 (08) 9433 7000 or via email at [privacy.officer@fremantlefc.com.au](mailto:privacy.officer@fremantlefc.com.au).

In addition, the Telstra Corporation Limited provides internet site development, maintenance and hosting services for the club. The Privacy Policy of Telstra is applicable in conjunction with the club's privacy policy and can be found on the bottom navigation bar of the club's web site.