



SNOW AUSTRALIA LIMITED

Privacy Policy

The protection of personal and sensitive information is important to Snow Australia. This policy sets out the ways in which Snow Australia handles personal and sensitive information whilst performing its functions in accordance with the obligations under the Australian Privacy Principles (APP) in the *Privacy Act 1988 (Cth)* (Act) and other applicable laws and contractual obligations.

This policy outlines:

- What personal and sensitive information Snow Australia collects.
- How Snow Australia collects personal and sensitive information.
- How Snow Australia uses or discloses personal and sensitive information.
- How individuals can access or seek correction of their information held by Snow Australia.
- Who to contact regarding privacy issues and complaints.

This policy provides the way in which Snow Australia may collect, use, store and disclose information. Third party commercial entities and subsidiaries, whether owned or acting on behalf of Snow Australia or an affiliate entity, may be subject to the same privacy laws and may be governed by their own privacy policies. Snow Australia will always do its utmost to ensure that personal information is respected and protected.

Commitment to Privacy

- Snow Australia is committed to respecting the right to privacy and protection of personal information.
- Snow Australia will only collect personal information to achieve its objects and perform its functions.
- Personal information collected will be used for the primary purpose for which it was collected or as otherwise permitted by law.
- Personal information collected by Snow Australia will be stored securely.
- Staff, contractors and volunteers will handle personal information in a confidential manner and will not disclose personal information unless authorised to do so.
- By providing your personal information to Snow Australia, **you expressly consent** without further action from you or SA to its use, storage and disclosure in accordance with this Privacy Policy.

Collection of personal and sensitive information

Personal information is information or an opinion (including information or an opinion forming part of a database) from which it is possible to determine someone's identity.

The personal information collected by Snow Australia about a particular person will vary depending on the circumstances of collection. It may include, but is not limited to, a person's contact details (name, email and/or postal address, phone number), date of birth, gender, credit card details, driver licence number, passport number, insurance details, employment history, qualifications or communication history with Snow Australia and/or location data when using Snow Australia apps.

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



- racial or ethnic origin;
- political opinions;
- membership of a political association, professional or trade association or trade union;
- religious beliefs or affiliations or philosophical beliefs;
- sexual preferences or practices;
- criminal record; or
- health, genetic information or disability.

Sensitive information is a subset of personal information.

If it is reasonable and necessary in the circumstances, Snow Australia may collect sensitive information including but not limited to a person's medical history, nationality, their ethnic background or disability.

Snow Australia is required by law to obtain consent when collecting sensitive information. Snow Australia **assumes consent** to the collection of all sensitive information that is provided to it for use in accordance with this Privacy Policy, unless you expressly tell Snow Australia otherwise.

How Snow Australia collects information

Information may be collected when you:

- apply to become a member or when you become a member of Snow Australia or other body that is a member of, or affiliated with, Snow Australia;
- subscribe to a publication of Snow Australia or an Snow Australia affiliate, including any electronic publication;
- provide details to Snow Australia or an Snow Australia affiliate in an application form, consent form, survey, feedback form or incident report;
- enter personal information into, or agree to having your personal information entered into, one of Snow Australia's online systems including via any Snow Australia app;
- access the Snow Australia website or Snow Australia online shop;
- contact Snow Australia via email, telephone or mail or engage with Snow Australia via social media including via any SA app;
- participate in any training, program, activity, course, competition or event run by Snow Australia or an Snow Australia affiliate.
- register for, or purchase tickets to, an event from Snow Australia or an authorised agent;
- purchase merchandise, products or services from Snow Australia or an authorised agent or licensee;
- are elected or appointed to the Board or a council or committee of Snow Australia or an Snow Australia affiliate;
- apply for employment or a volunteer position with Snow Australia or an Snow Australia affiliate;
- enter into a contract, memorandum of understanding or other similar agreement with Snow Australia; or
- where Snow Australia is required to do so by law (for education, VET training, child protection, work health and safety laws, AVETMISS, charitable collections, Good Samaritan, medical treatment or other legislation in Australia).

Providing information

Depending on the circumstances, some types of information will be required, and some might be optional. If you do not provide some, or all, of the information requested, this may affect Snow Australia's ability to communicate with you or provide the requested products or services.

By not providing requested information, you may jeopardise your ability to participate in programs or competitions or apply for employment or volunteer positions with Snow Australia or



an Snow Australia affiliate. If it is impracticable for Snow Australia to deal with you as a result of you not providing the requested information or consents, Snow Australia may refuse to do so.

Collection from third parties

Snow Australia or a Snow Australia-affiliate may collect personal information regarding a child from the parent or other responsible person associated with that child.

In some circumstances, Snow Australia collects information from Snow Australia-affiliates or other third parties.

Information storage and protection

Snow Australia stores information in different ways, including in paper and electronic form. Much of the information Snow Australia collects from, and about, its staff, contractors, members, and the like, is stored in online platforms directly operated by Snow Australia or third-party providers.

Security of personal information is important to Snow Australia. Snow Australia has taken steps to protect the information it holds from misuse, loss, unauthorised access, modification or disclosure. Some of the security measures Snow Australia uses includes strict confidentiality requirements of employees, volunteers, Snow Australia affiliates and service providers, as well as security measures for both paper-based and electronic system access, and security measures for Snow Australia's website.

Snow Australia is required to comply with the Federal Government Notifiable Data Breaches Scheme (**NDBS**). If Snow Australia experiences a data breach that could result in serious harm, Snow Australia will respond in accordance with its incident response plans and notify the individual(s) that is/are affected. Snow Australia, when notifying the individual(s) and any relevant regulatory authorities including the Australian Information Commissioner, will also outline what steps will be undertaken in response to the breach. A review of the breach will be undertaken, and action(s) implemented to prevent a future breach.

Use and disclosure of personal and sensitive information

Use

Snow Australia, and third parties to whom it may disclose personal information in accordance with this Privacy Policy, may use your personal information to:

- a. verify your identity;
- b. complete background checks;
- c. enable you to participate in programs, activities and events;
- d. respond to emergency situations involving or requiring medical treatment;
- e. administer, manage and provide you with access to Snow Australia IT based applications;
- f. keep you informed of news and information relating to various events, activities and opportunities via various mediums.

Snow Australia may use health information to ensure that the programs it operates are run safely and in accordance with any special health needs participants require. Health information may also be kept for insurance purposes. In addition, Snow Australia may use de-identified health information and other sensitive information to carry out research, to report or prepare submissions to government or other regulatory bodies, or to plan events and activities. Snow Australia does not provide a Health Service as defined under the Act and will not use health information for the purposes of providing a Health Service as defined under the Act.

Disclosure



Snow Australia may disclose your personal information to a range of organisations including, but not limited to:

- a. Snow Australia affiliates and other organisations involved in Snowsports;
- b. companies Snow Australia engages to carry out functions and activities on Snow Australia's behalf, including direct marketing;
- c. Snow Australia's professional advisers, including Snow Australia's accountants, auditors and lawyers;
- d. Snow Australia's insurers;
- e. police and other legal agencies;
- f. other national sporting bodies;
- g. Snow Australia companies, subsidiaries and affiliates;
- h. relevant government departments and authorities including the Australian Sports Commission, Sports Integrity Australia, State Departments of Sport and Recreation as well as law enforcement bodies; and
- i. in other circumstances permitted or required by law.

In some circumstances, personal information may also be disclosed outside of Australia. In such circumstances, Snow Australia will use its best endeavours to ensure such parties are subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably similar to the APP.

Any disclosure will be on such terms and conditions as Snow Australia determines, taking into account the circumstances of the disclosure, but always in the best interests of the parties whose personal information is being disclosed.

Direct marketing

Snow Australia assumes your express consent to use non-sensitive personal information to provide you with better services and for marketing purposes (including disclosure of such information to service providers).

Every person whose data is collected by Snow Australia has the option to refuse email, SMS or posted offers. You **may do this via the opt-out** procedures included in any communication from us (information relating to the option to unsubscribe from those communications may be retained) or by contacting SA directly and opting-out.

If you are still not satisfied with the communication you are receiving, you may write to Snow Australia via the contact details set out below.

Other disclosures

In addition, Snow Australia may also disclose personal information:

- a. with your express or implied consent;
- b. when required or authorised by law;
- c. to an enforcement body when reasonably necessary; or
- d. to lessen or prevent a threat to an individual or public health or safety.

Snow Australia website

When users visit the Snow Australia website, Snow Australia's systems may record certain information about their use of the site, including the web pages visited and the time and date of their visit. Snow Australia uses this information to help analyse and improve the performance of its website.



Snow Australia may use **cookies** on the Snow Australia website. 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 Snow Australia uses may collect some personal information. Snow Australia will treat this information in the same way as other personal information it collects. You may disable cookies on your internet browser to prevent this information being collected. Note however, that you may lose the benefit of an enhanced website experience that the use of cookies may offer.

Websites linked to the Snow Australia website are not subject to Snow Australia's privacy standards, policies or procedures. Snow Australia takes no responsibility for the collection, use, disclosure or security of any personal information that you provide to a third-party website.

Data quality, access and correction

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

Snow Australia also relies on employees, members, affiliates and volunteers to enter data and make their best endeavours to ensure data is accurately recorded.

All users are encouraged to regularly review and update their personal information on Snow Australia's online portals and systems.

Individuals may also request access to their personal information held by Snow Australia by making a request via the contact details set out below. Snow Australia will respond to your request for access within 14 days and endeavour to provide the requested information within 30 days. If you find that the personal information Snow Australia holds about you is inaccurate, incomplete or out-of-date, please contact Snow Australia immediately and Snow Australia will see that it is corrected.

Research activities

Snow Australia will take all reasonable steps to comply with privacy requirements when conducting research and working with partners on research related activities.

Resolving privacy issues and complaints

Any issues or complaints in relation to the collection, use, disclosure, quality, security of and access to your personal information may be made to the Snow Australia Privacy Officer as follows:

- By telephone on (03) 9696 2344
- Write to:
Ryan Taylor
Administration Manager
Snow Australia
Level 2, 105 Pearl River Road
Docklands VIC 3008
- By email to rtaylor@snow.org.au

Snow Australia will respond to your complaint within 30 days and try to resolve it within 90 days. If Snow Australia is unable to resolve your complaint within this time, or you are unhappy with the outcome, you can contact the Office of Australian Information Commissioner via its enquiries line 1300 363 992 or website www.oaic.gov.au to lodge a complaint.



For further information on Snow Australia's management of personal information, please contact Snow Australia.

Changes to this policy

Snow Australia may amend this policy from time to time. The current version of this policy will be published on Snow Australia's website, and a copy may be obtained at any time by contacting Snow Australia.

Document History

Version	Adopted by Snow Australia	Content reviewed / purpose
One	15/09/2015	▪
Two	12/07/2018	▪
Three	21/05/2020	▪ Rebranding
Four	13/04/2025	▪ Review
Five	17/03/2026	▪ Review