



Privacy Policy – Surfing New South Wales (SNSW) - Last Updated: 17 March 2026

1. About This Policy

At Surfing NSW Incorporated (ABN 72 975 271 258), your data privacy matters to us. This policy explains what personal information we collect, why we collect it, how we use it, and what your rights are, in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This policy applies to our and our clubs' members, contractors, the public and anyone who interacts with us online or offline.

This policy provides information only as required under data privacy laws and it is not intended, and must not be relied on by you, as a representation, warranty, contract or an acknowledgement of a duty of care.

Please read this policy carefully. If you have any questions or if you do not understand anything explained in it, please contact us by email to info@surfingnsw.com.au.

2. What Counts as Personal Information?

"Personal information" is anything that identifies you or could reasonably identify you – like your name, contact details, or payment info. It does not include anonymous or de-identified information, as determined in the circumstances.

"Sensitive information" includes things like disability status, racial background or criminal history. The law imposes stricter obligations, such as your prior consent, when handling sensitive information.

3. What We Collect

We collect the following types of personal information:

- Basic details – such as name, date of birth, gender, photo;
- Contact info – such as email, phone number, and address;
- Membership info – such as club or boardrider affiliation, connection to one's child or parent who is also a member, membership history, event registrations, and competition results;
- Background – such as education, job, and your interests;
- Performance and activities of our volunteers and contractors;
- Health and safety details – such as medical conditions, allergies, disability support needs, emergency contacts, and insurance info;
- Payments – such as transaction details, payment history, bank or credit card info, except where you use our third party payments provider who handles all your payment details;
- Online data – such as IP address, device and browser information, information collected through cookies, pixels and similar technologies;
- Image – such as photos, videos or voice recordings from events or media content;

- Surveys and feedback – such as your opinions or comments about our events, services or programs;
- Contractor info – such as referee details, checks, qualifications, and resumes.

4. How We Collect It

We gather personal information in a few different ways:

- Directly from you – like when you register for an event, fill in a form, contact us, attend an interview for a role, get in touch or use our platforms;
- From third parties such as your boardriders club, Surfing Australia, schools, sport partners, service providers, and government bodies where relevant;
- Through our systems and processes – for managing competitions, memberships, communications and administration;
- From our security devices, such as CCTV or other security devices at our premises or events.
- Automatically collected information about your device when you use our websites, apps or digital platforms, including data collected by cookies, pixels and similar technologies. For example, pixels sit on our website and load each time you visit. This event is recorded on our server and helps us count visitor numbers. Cookies are small files that store information on your device and enable us to recognise your device across different websites or browsing sessions, by logging your browsing history under a unique cookie ID assigned to your device;
- From publicly available sources such as official records or social media if we interact with you there.

We will rely on the information provided by you as accurate, complete and up to date, and we will be grateful if you would inform us of any changes without delay. If you provide to us another person's personal information, please only do so if they would reasonably expect it or with their consent.

5. Why We Use Your Info

We collect and use your personal info to support the work we do and help grow surfing across NSW. This can include:

- Managing our club and individual memberships. For example, to become our member, we may collect your identity information such as your full name, date of birth, sex, address, and other information, your government related identifier information such as your driver's licence details, and information from the public domain. We use your official identification document information only where reasonably necessary to verify your identity. We may collect your health information for health and safety reasons, with your consent or otherwise in accordance with the law. We will keep a record about your membership, renewal history, membership fee payments and other records. We may contact you about matters relevant to your membership and respond to your queries. We will interact with our suppliers, services providers, advisors and other parties. We will review feedback provided to us. We will store information in our communications and management systems and share it with our service providers. Without your relevant personal information, we would be unable to manage our club and your Membership.

- Running competitions, programs, events and other activities for our members and the public. For example, we may contact you about our activities, keep participation records, publish your scores and similar information on notice boards, etc. We may collect your health information for health and safety reasons, with your consent or otherwise in accordance with the law. We will store information in our communications and management systems and share it with our service providers and affiliated sport associations. Any lack of your personal information may affect our ability to manage your participation in our activities.
- Recording, publishing and disclosing your image data if you participate in or attend our activities. We may capture your image using recording devices or receive content including your image from other contributors, and publish video, audio, live stream, and other content including your image or create and publish new content including your image for sporting, promotional and similar lawful purposes. We will store information on our recording devices, in our content management platforms and we may publish it or share it with sports and media organisations. We will generally respect your wish for your image not to be published and we may either may blur out your image or edit relevant content, except where it remains lawful to publish your image.
- Conducting anti-doping checks to comply with national and/or international sport requirements in relation to official competitions for the purposes set out in our anti-doping policy. This will include the handling of your health information, subject to your consent or otherwise in accordance with the law.
- Conducting background checks on our coaches and other people working with children in accordance with our safeguarding of children and young people. This may include an identity check, criminal records check and similar checks. We may use a third party ID verification solution which compares your input data against various Government and private databases to produce an identity match score. If you fail to pass our background checks, we will be unable to engage you as our contractor, provide our services or allow participation in our activities. We will keep your government related identifiers and other background data only until your identity has been sufficiently verified or background check passed, and as required by law.
- Arranging for personal injury insurance cover and/or public liability insurance for our boardriding clubs and their members. We access membership information through the membership registration app used by our boardriding clubs or otherwise, and we may share certain information including statistical membership data with the insurer to comply with policy conditions. We will hold information on our systems and our third party providers' systems. We will be unable to comply with policy conditions without all necessary information.
- Providing our online services such as our website and content. For example, when you visit our website, your browser will automatically provide certain technical information to enable us to display our content in a compatible manner. Some of our features allow you to input your information, for example, to sign up for a service or to contact us. If you fail to complete our online forms with all required details, we may be unable to provide our service or contact you.

- Ensuring safety and security. For example, we may keep attendance or visitor records. Your image may be captured by our CCTV. We may record the details of any incident or accident at our premises or events for health and safety compliance purposes and share details with emergency services, as appropriate. We will hold information on our systems and our third party providers' systems. Any lack of your personal information may affect our ability to ensure safety and security and mitigate risk.
- Promoting surfing and publishing and sharing highlights including event photos or footage of you within our database(s), other state Surfing associations database(s), or Surfing Australia's national database(s) as reasonably expected by you as our event participants or attendee. We will hold information on our systems and share it with our service providers. Any lack of your personal information may affect our ability to promote surfing and keep track of your event participation and Achievements.
- Sending you or displaying direct marketing with updates, offers or news about surfing, our activities, events, our partners, sponsorships, fundraising and other promotional information that you would reasonably expect or with your consent. We may use information about you to ascertain your interests and tailor our direct marketing to you. We will store information in our marketing and advertising platforms and share and obtain online information from our advertising and collaboration partners. Without your contact details and interests, we will be unable to send you relevant promotional communications and engage in collaborations. We might also allow sponsors or partners to contact you where appropriate or where you've given consent. You can unsubscribe at any time using the link in our messages or by getting in touch with us or the sender.
- Recruitment, for example, interviewing, assessing qualifications, experience and fitness for a particular role, background checks, selecting and hiring staff, agreeing your terms of engagement and similar activities. We may use automated systems to eliminate applicants who fail to meet the basic criteria for a role. We use your identifier information only where reasonably necessary to verify your identity as part of recruitment. We use your official identification information only where reasonably necessary to verify your identity as part of our recruitment process. We will store information on our systems. We will be unable to consider anonymous Applications.
- Managing our contractors. For example, supervising our contractors, collecting timesheet information, administering payments and benefits, evaluating performance, monitoring safety, resolving complaints, allocating new assignments, etc. We may use automated decision-making tools to eliminate applicants who fail to meet the basic criteria for a role. We use your identifier information only where reasonably necessary to verify your identity as part of recruitment. We will ask for your tax file number (TFN) to set up your "pay as you go" income tax withholding, as appropriate. It is not an offence to choose not to provide your TFN, but this may prevent us from withholding the correct amounts of tax and you may be initially taxed more. We may only use your TFN as authorised under taxation law, personal assistance law or superannuation law. We store information on our systems. Without all relevant personal information, we will be unable to manage our Contractors;

- Developing and improving how we operate and conducting research. For example, we may aggregate membership, event and activity details to measure identify trends to inform our organisation’s strategy, funding requirements and future initiatives. We may collect nationality and First Nations information for diversity monitoring purposes. We access membership information through the membership registration app used by our boardriding clubs or otherwise, and we de-identify this information and use it for research and development. We store information on our systems including our third party insights and analytics platforms. Without the relevant personal information which is de-identified for research purposes, we may be unable to carry on research and development.
- Reporting back to funders (philanthropic or otherwise). For example, we may share our membership numbers, trends, demand for our services, etc. We will store information on our systems and share it with our funders, to comply with funding conditions and our reporting obligations.
- Sharing information with national surfing and sports bodies and the public authorities for the purposes of sports administration, governance, research, compliance with legal obligations, policy discussion and similar lawful purposes.
- Handling issues, disputes or complaints. For example, we will handle and share personal information as is required for compliance with the law, exercising legal rights, defending legal claims, detecting or preventing crime, as authorised or required by law. We store information on our systems. Personal information is necessary to engage in these activities.
- Staying compliant with legal obligations. We may collect and share with regulators and auditors as authorised or required by law. We store information on our systems. Some compliance and audit activities may be hindered without the relevant personal information.

We will update our purposes from time to time. We won’t use your personal information for anything else without your permission unless the law lets us.

6. Disclosure of your personal information

Within our organisation, we restrict access to your personal information to people who have a “need to know” such information.

We will treat your personal information as confidential and only share it with third parties where this is necessary for our functions and activities on a “need to know” basis or where disclosure is reasonably expected by you or required or authorised by law, including in the following circumstances:

- **public, surfing associations, or Surfing Australia’s national database** as reasonably expected by you in connection with your participation in our activities. This may include a situation where your image is recorded at our sporting event and published in a livestream or otherwise;
- **Surfing Australia** for the general administration of surfing and related activities;
- **your parent, guardian or member**, who maintains your membership with us;

- **your principal** such as your employer or your colleague when you engage with us in your professional capacity;
- **your work agency** in connection with your work placement with us if you are a contractor;
- our **funders** who may request de-identified information about our membership trends;
- your **bank or payment provider** in connection with your payment to us;
- our **service providers** who provide services to us to help fulfil our operational needs, such as technology, communications, information security services and others;
- our **advisors** if we seek professional help in relation to a legal, compliance, accounting, debt or other matter involving you;
- **auditors** for our annual financial audit or ad hoc regulatory audit, as required by law or good practice;
- our **insurer** as required under policy conditions to maintain insurance cover for our boardriding clubs and their members;
- **sports bodies**, associations and public authorities in relation to sports governance and similar purposes;
- a **requestor** where it is reasonable in the circumstances to disclose your personal information in complying with a personal information access request or freedom of information request;
- **law enforcement** if we are compelled or permitted by law to provide your information, as appropriate;
- a **third party** in connection with a corporate transaction such as a merger of our organisation; and
- as otherwise **required or authorised by law**, under a binding disclosure request, court order or with your consent.

We will not disclose your ID documents, except as authorised or required by law.

Whilst we take reasonable steps to implement appropriate measures to safeguard your personal information in the hands of these third parties, we are generally not responsible for third parties accessing your personal information for their own purposes.

7. Keeping Your Info Safe

We take reasonable steps to protect your personal information from misuse, loss or unauthorised access.

Some of the systems we use are run by third-party providers. They're contractually required to handle your personal information securely.

While we take reasonable steps to ensure information security, the transmission of information over the Internet is never completely secure, malicious actors constantly improve their attack vectors and human error cannot be completely ruled out. The transmission and exchange of information is carried out at your own risk.

8. Overseas Disclosure

Some of our service providers or platforms may be based outside Australia (e.g. in the US or Europe). When we share your personal information overseas, we take reasonable steps to impose a contractual obligation on the recipient to offer protection substantially equivalent to the Australian privacy principles.

9. Your data rights

Subject to certain conditions and exemptions, you may have the following data privacy Rights:

- **Right to information** as provided by us in this policy.
 - **Right to remain anonymous.** We will allow you to use a pseudonym or to not identify yourself unless this is impracticable, unreasonable or against the law.
- Right to withdraw consent at any time where our processing is based on your consent.
- **Right to access** your personal information held by us.
 - **Right to correction** of your personal information held by us if it is incorrect or incomplete. We will take reasonable steps in the circumstances to ensure your personal information is accurate, up-to-date, complete, relevant and not misleading in the context of each relevant purpose. However, we also rely on you getting in touch to update your information in a timely manner.
 - **Right to opt out from marketing** by using the unsubscribe facility in our communications or by contacting us.
 - **Right to know the source of marketing data.**
 - **Right to remove your TFN** if you provided it for a purpose not connected with the operation of a taxation law, personal assistance law or superannuation law.
 - **Right to contact the Office of the Australian Information Commissioner**, for example, if you require further information about data privacy that we are unable to provide or if you remain dissatisfied with how we have handled your enquiry or complaint.

Please contact us if you wish to exercise your rights. In most cases, we will be able to respond free of charge. We will take reasonable steps to process your request and respond within one month.

To protect all personal information held by us, we may require you to confirm your identity before resolving your request. If necessary, reasonable costs may be charged to you, where doing so is appropriate and lawful.

We may refuse requests on certain grounds, for example, if they are unreasonably repetitive, disproportionately demanding, impracticable or otherwise exempt. If we refuse your request, we will explain our lawful reason for doing so.

10. Complaints

For any enquiry or complaint, please contact us and provide relevant details.

We will endeavour to respond to any queries about data privacy without undue delay. If we receive a complaint from you about how we have handled your personal information, we will determine what (if any) action we should take to resolve the complaint and endeavour to respond to your complaint or request further information without undue delay and no later than within 30 days of receipt.

If we cannot resolve a complaint related to your personal information or you are dissatisfied with the outcome or the handling of your complaint, you may wish to contact, the Office of the Australian Information Commissioner or other competent authority.

11. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.