

PRIVACY POLICY FOR OUTSIDE THE LOCKER ROOM (WEBSITE & APP)

This privacy policy discloses our privacy practises to help you understand how Outside the Locker Room uses and protects the data you provide to us when you visit our app and website (<https://www.otlr.com.au>).

Outside the Locker Room is bound by Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. In relation to health records, we are also bound by the Victorian Health Privacy Principles which are contained in the Health Records Act 2001.

We reserve the right to change this policy at any given time, so we advise you to frequently visit this page for any updates. If you choose to use our service, then you agree to the collection, use and disclosure of information on our app and website according to this privacy policy. We aim to provide your personal information free of charge and in a particular form upon request.

This privacy policy notifies you of the following:

1. What personal information is collected from you through the app and website, how it is used and how we will protect it from misuse
2. What choices are available to you regarding the access and control of your personal information
3. How we aim to maintain accuracy in your personal information and our correction procedures if it is inaccurate
4. The security procedures in place to protect your personal information
5. Our options regarding anonymity and pseudonyms in our app and its limitations
6. How we will respond to receiving unsolicited personal information
7. How your personal information may be used for direct marketing
8. Our policy regarding government related identifiers
9. How cookies are used in our app and website, as well as how you can accept or refuse our cookies
10. How this privacy policy is inapplicable once third-party websites are involved
11. The steps we will take when disclosing personal information to overseas recipients
12. Our contact details if any questions, concerns or issues arise regarding our privacy policy and your personal information

INFORMATION COLLECTION, USE AND DISCLOSURE

We are the sole owners of the information collected on this site and via our free Welfare App and only have access to the information you voluntarily give us, e.g. via an online form or survey. However, in some circumstances we may be provided with personal information from a third party, for example Facebook or LinkedIn. We manage this personal information openly and transparently through ensuring our practices, procedures and systems comply with this privacy policy. We will answer relevant inquiries and complaints if we fail to do so. We only use or disclose your personal information for the purpose it was collected, unless consented otherwise or legally required. We limit our collection of your personal information

to the essentials, which is only retained for the period needed for its intended purposes or as legally required. In many circumstances, however, it will be kept for marketing purposes, as you will have consented to that in writing with us. The absence of your personal information may hinder our ability to provide you with our products or services.

The personal information we collect ranges from your name, phone number, postal address, email address to your IP address. This information is used to enhance our understand of your needs, provide and improve our services, contact you to fill out surveys and participate in other types of market research, as well as customise our app and website according to your online activity and personal preferences. Unless you request otherwise, we may contact you via email to inform you about specials, new products or services or changes to our privacy policy. Outside the Locker Room is committed to safeguarding your personal information by preventing data theft, as well as unauthorised access and disclosure. We will take reasonable steps to destroy your personal information or de-identify it once we no longer need it for any purpose, unless the information is part of a Commonwealth record or we are required to retain it by the law, court or tribunal order. We will not use or share it with anyone except as outlined above, because maintaining the confidentiality and security of your personal information is our highest priority.

YOUR ACCESS TO AND CONTROL OVER INFORMATION

At some point, you might wish to restrict the use, collection and disclosure of your personal information. You can do this at any time by contacting us via info@otlr.org.au, regarding what data we have about you, changing or correcting any data we have about you, deleting any data we have about you or expressing any other concern/s you have about our use of your data. However, we cannot give you such information in certain circumstances, like personal information that references other individuals or involves legal, security or commercial proprietary restrictions.

ACCURACY

We take reasonable steps to ensure your personal information is accurate, updated, complete and not misleading. We aim to correct any errors in your personal information through a request for correction or a relevant statement free of charge. If we reject the request to correct your personal information, we will provide the reasons for such and available complaint mechanisms, as well as issue you with a statement of the personal information we refuse to correct. Our correction of your personal information operates alongside informal arrangements and legal procedures.

SECURITY

We endeavour to secure your information so that when you submit sensitive information on our app or website, it is protected both online and offline. Whatever sensitive information is collected is encrypted and securely transmitted to us, which you can verify by observing the lock icon in the address bar and “https” at the beginning of the address of our webpage. We not only encrypt sensitive information transmitted online but also offline, so it is always protected. Only those who need this data for a specific purpose, such as billing, are granted

access to this information. We store such data in servers that are kept in a secure environment because we value your trust in providing us with your personal information. All Outside the Locker Room staff are required to respect the confidentiality of personal information and the privacy of individuals.

ANONYMITY

Outside the Locker Room provides individuals with the option of using our app anonymously or with a pseudonym. Anonymity means the individual cannot be identified and their personal information will not be collected, whereas a pseudonym is a name, term or descriptor different from their actual name. We cannot provide anonymity or allow the use of a pseudonym if required or authorised by law, court or tribunal order to identify individuals, or if it is impracticable for us to manage your use of our app without your identifiable information.

UNSOLICITED PERSONAL INFORMATION

Unsolicited personal information is personal information we receive that we have not taken any active steps to collect. If this information complies with our “Information Collection, Use, and Disclosure”, it will not be destroyed or de-identified. If it does not comply but is contained within a “Commonwealth record”, the unsolicited personal information can also be kept as it is. If it is not contained in a “Commonwealth record”, the unsolicited personal information must be destroyed or de-identified as soon as possible, as it is lawful and reasonable to do so.

DIRECT MARKETING

Direct marketing involves the use or disclosure of personal information to directly communicate with an individual to promote goods and services. We will not use or disclose personal information for direct marketing without your consent. Organisations must allow individuals to withdraw from their personal information being used for direct marketing and comply with such a request. They must also provide the source for an individual’s personal information unless impracticable or unreasonable to do so.

GOVERNMENT RELATED IDENTIFIERS

A government related identifier is an identifier that has been assigned by an agency, an agent of an agency or authority, State or Territory authority, or a contracted service provider for a Commonwealth or State contract. An identifier is a number, letter, symbol or combination of any or all of these to identify or verify the identity of an individual. We restrict the adoption, use and disclosure of government related identifiers according to this privacy policy. We do not accept government related identifiers of an individual or government related identifiers of an individual as its identifier of the individual unless an exception applies.

COOKIES POLICY

Cookies are files with small amounts of data commonly used as an anonymous unique

identifier. They are sent to your browser from the website you visited and stored on your computer's hard drive. Our app and website use cookies to collect information, improve the functionality of our services and offer visitors a customised online experience. Please note the cookies do not gain us control of your computer, but simply allow us to use the data for statistical analysis through monitoring the pages you find useful and the ones you do not. This way we can customise our services according to your needs and enhance your experience on our app and website. After such statistical analysis, we completely remove the data from our system.

You can either accept or refuse our cookies and know when a cookie is being sent to your computer. If you agree to our website collecting cookies, you also agree to us collecting data regarding your online activity, such as your browser version, web traffic, pages of our service you visited, time or date of your visit and the time spent on these pages. If you refuse our cookies, you may not experience optimal performance of our app or website, because you will not be able to use certain services. You can change your internet browser settings to refuse cookies or notify you when you receive a cookie so you can decline its acceptance.

LINKS TO OTHER WEBSITES

Our website contains links to other websites that are not governed by this privacy policy. Although we aim to only link you to sites with high privacy standards, our privacy policy no longer applies once you leave our website. We are not responsible for the privacy practises employed by third-party websites, so we cannot protect your data or privacy if you click on these links. Therefore, we strongly advise you to read the privacy policies of these third-party websites to learn about how your personal information may be collected, used or disclosed before you visit them.

CROSS-BORDER DISCLOSURE OF PERSONAL INFORMATION

We will take lawful and reasonable steps to ensure the disclosure of personal information to an overseas recipient complies with this privacy policy. We are accountable for the acts or practises of the overseas recipient in relation to the personal information we send to them.

CONTACT US

If you have any questions or suggestions or feel we are not abiding by our privacy policy, please let us know immediately. You can contact us via info@otlr.org.au.