



# SSAA Victoria Privacy Policy and Procedure

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# SSAA Victoria Privacy Policy and Procedure

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## Purpose

This policy ensures that SSAA Victoria (SSAA Victoria) meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regards to individuals and stakeholders.

## Definitions

**Personal information** means *'information or an opinion about an identified individual, or an individual who is reasonably identifiable:*

- *'Whether the information or opinion is true or not; and*
- *'Whether the information or opinion is recorded in a material form or not.<sup>1</sup>*

## Policy

### 1. Privacy Principles

- Personal information is collected from individuals in order that SSAA Victoria can carry out its business functions. SSAA Victoria only collects and stores information that is directly related to its business purposes and legal.
- In collecting personal information, SSAA Victoria complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which it operates.
- This means SSAA Victoria ensures each individual:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to.
  - Is able to access their personal information upon request.
  - Does not receive unwanted direct marketing.
  - Can ask for personal information that is incorrect to be corrected.
  - Can make a complaint about SSAA Victoria if you consider that your personal information has been mishandled.

### 2. Collection of information

- In general personal information will be collected through membership application, course applications, online forms and submissions, range entry, Registered Training Organisation requirements and employment.
- The types of personal information collected include by not limited to are:
  - personal and contact details
  - employment information, where relevant
  - academic history, where relevant
  - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on

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<sup>1</sup> Definition from: Australian Government. *Privacy Act 1988* (Cth). Accessed on 5<sup>th</sup> January 2014 at [http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#\\_Toc382302897](http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#_Toc382302897)



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- training, participation and assessment information
- fees and payment information
- information required for course completion.

### 3. Storage and use of information

- SSAA Victoria will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.
- Personal information will be stored in paper-based files that are kept in a secure location, electronically in its management systems and other secure environments to which only authorised staff have access. SSAA Victoria retains ownership and control over the use of all personal information stored in external systems including in its management system.
- The personal information held will only be used to enable efficient administration, provide information about the organisation, issue statements of attainment and qualifications to eligible members or course candidates, and to maintain accurate and detailed records of individual transactions with the organisation.
- SSAA Victoria may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

### 4. Disclosure of information

- The personal information held by SSAA Victoria may be shared with the Australian Government and designated authorities. This includes personal details, contact details, and information about training participation and progress.
- SSAA Victoria will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organisation.
  - The individual has given written consent.
  - SSAA Victoria believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorised by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

### 5. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that SSAA Victoria holds about them including personal details, contact details and (where relevant) information relating to course participation and progress and transaction through the ranges.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.



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- There is no charge for an individual to access the records that SSAA Victoria holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

### 6. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within SSAA Victoria can do so by following SSAA Victoria's *Complaints and Appeals Policy and Procedures*.



## SSAA Victoria Privacy Policy and Procedure

### Procedures

#### 1. Privacy Notices

Procedure	Responsibility
<b>A. Privacy notices</b> <ul style="list-style-type: none"><li>Ensure privacy notices are added to relevant forms and information such as Enrolment Forms, website etc.</li></ul>	Communications Manager

#### 2. Marketing Privacy

Procedure	Responsibility
<b>A. Email marketing</b> <ul style="list-style-type: none"><li>Ensure there is an opt-out option on all marketing emails and correspondence sent to individuals in relation to marketing.</li></ul>	Communications Manager

#### 3. Access to Records

Procedure	Responsibility
<b>A. Request to access records</b> <ul style="list-style-type: none"><li>Individuals may request to access their records by using the <i>Request to Access Records Form (Attachment 1)</i>. Written requests should be sent to the head office.</li><li>Requests may be from past or current members or other individuals.</li><li>Upon receiving a completed form, confirm the request is valid and has been made by the individual to which the records relate – check identification documents.</li><li>Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc.</li><li>Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request.</li><li>Where records are to be mailed, they should only be mailed to the Unit 3/26 Ellingworth Parade, Box Hill, 3128 that is held on file for that individual, unless alternate change of Unit 3/26 Ellingworth Parade, Box Hill, 3128 information is provided along with proof of identity – such as a driver's license or utility bill.</li><li>Where records are to be shown to an individual, the individual must produce photo ID prior, and this should be matched to the records held on file about the individual to confirm they are only viewing their own records.</li><li>Keep a note on how the records were accessed on the individual's file.</li></ul>	Administration Coordinator



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### 4. Amendment to Records

Procedure	Responsibility
<p><b>A. Request for records to be amended</b></p> <ul style="list-style-type: none"><li>• Where an individual requests for incorrect records held about them to be corrected, they can do so by filling in an <i>Amendment to Records Request Form (Attachment 2)</i>.</li><li>• Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly.</li><li>• Do not update records if they are found to be correct already.</li><li>• Advise the individual accordingly of the actions taken to follow up their request</li></ul>	Administration Coordinator

### Document Control

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## SSAA Victoria Privacy Policy and Procedure

### Attachment 1: Access to Records Request Form

Full name:	
Address:	
Contact Details:	
Student ID Number:	

I wish to request access to the following records:

How would you like to access these records?

- Copy posted to me  
 View the records in person

#### Proof of Identity

We require you to provide proof of your identity as the student named above.

I am providing the following as evidence (choose 1):

- Passport  
 Birth certificate  
 Driver's license  
 Proof of Age Card

I have provided this as:

- Original shown to staff member  
 Certified copy of original

(indicate): Sighted/Photographed Original/Copy received

Staff Initial:

Date:

Signed:	
Print name:	
Date:	/ /

**Please return this form to our office**



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### Attachment 2: Amendment to Records Request Form

Use this form if you believe the records held by Sporting Shooters Association of Australia (Victoria) are incorrect and need to be amended.

Full name:	
Student ID Number	
Date:	

Please explain which records need to be updated and why they are incorrect.

Please attach evidence that proves the records are incorrect. List the evidence here.

Please provide your contact details in case we need to get in touch with you about this request.

Signed:	
Print name:	
Date:	/ /

**Please return this form to our office.**

We will notify you in writing of how we have responded to this request.