

Privacy Policy

1. Purpose

Cumbre Sports Facility is committed to protecting the privacy of all customers, participants, staff, volunteers, and visitors. This policy explains how we collect, use, store, and disclose personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. Scope

This policy applies to all personal information collected by Cumbre Sports Facility in connection with:

- Memberships and program registrations
 - Events, competitions, and activities
 - Our website and social media platforms
 - General enquiries and day-to-day venue operations
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3. What Information We Collect

We may collect the following types of personal information:

General Contact Information

- Name, phone number, email address, postal address

Participation / Registration Information

- Date of birth, emergency contact details, previous club or competition history

Health or Medical Information

- Relevant medical conditions for safety or emergency purposes
- Only collected when necessary for participation and safety (e.g., clinics, camps, training)

Payment Information

- Transaction details for fees, bookings, or purchases
- We do **not** store credit card numbers; secure third-party payment systems are used

CONTACT



+61 8 6156 8100



admin@cumbrefc.com
www.cumbrefc.com



18 Saltaire Way
Port Kennedy WA 6172

Images and Recordings

- Photos or videos taken during programs or events (see **Photography Policy**)
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4. How We Collect Information

We may collect information:

- Directly from you (online, in person, phone, forms, bookings)
 - When you register for competitions, programs, memberships, or events
 - Through attendance systems (e.g., sign-ins, access cards, check-ins)
 - From third parties such as sporting associations, schools, or event organisers, where relevant and authorised
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5. Why We Collect Information

We collect personal information to:

- Provide programs, competitions, and services
- Ensure safety and emergency readiness
- Communicate schedules, results, updates, and venue information
- Process transactions, invoices, and memberships
- Improve our programs, services, and customer experience
- Comply with legal and reporting requirements

We will only collect personal information that is **reasonably necessary** for the above purposes.

6. Storage and Security

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

This includes:

- Secure electronic systems with access controls
- Staff confidentiality obligations
- Secure handling and disposal of printed documents

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If we no longer need information, we will securely destroy or de-identify it, unless required by law to retain it.

7. Disclosure of Information

We may share personal information with:

- Sporting associations and competition organisers you participate with
- Medical or emergency services if required for safety
- Service providers such as registration platforms or payment processors
- Law enforcement or legal authorities when required by law

We do **not** sell or rent personal information to third parties.

8. Access and Correction

You may request to:

- View the personal information we hold about you
- Update or correct information that is inaccurate

Requests can be made by contacting the facility. Identification may be required for security.

9. Website and Digital Services

When you visit our website or social platforms:

- Basic usage data may be collected (e.g., pages visited, browser type)
- Cookies may be used to improve user experience
- Third-party platforms (e.g., booking systems) may have their own privacy terms

We are not responsible for privacy practices of external sites linked from our website.

10. Children and Young People

Where information is collected about a child under 18:

- We seek parent/guardian consent where practical
- Parents or guardians may request access to their child's information

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11. Contact and Concerns

If you have questions about this policy or believe your privacy has been breached, please contact:

Facility Management

Cumbre Sports Facility

Email: admin@cumbrefc.com

Phone: **08 6156 8100**

Complaints will be taken seriously and responded to promptly.

12. Policy Review

This policy will be reviewed annually or when relevant laws or operational needs change.

Approved by: Management, Cumbre Sports Facility

Date Effective: 10 November 2025

Next Review: 31 January 2027

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