



PRIVACY STATEMENT

Coastal Cheer Co. is committed to protecting your privacy and ensuring the highest levels of service and security in handling your personal information.

This Privacy Statement outlines how we collect, use, and protect your personal information in accordance with the **Privacy Act 1988** (Cth) and the **Australian Privacy Principles (APPs)**. We aim to ensure that we handle your personal data responsibly and transparently.

How We Collect Personal Information

We may collect personal information about you in the following ways:

- When you register to become a member of **Coastal Cheer Co.**
- When you enter an event or participate in one of our programs
- When you purchase merchandise from us
- When you provide information to one of our staff members
- When you complete a survey or feedback form

How We Use Personal Information

We collect and use your personal information for purposes related to providing the services you require, including but not limited to:

- Managing your membership and participation in events
- Processing transactions and providing merchandise
- Internal accounting and administration
- Complying with regulatory reporting and legal obligations
- Offering information about other products or services that may be of interest to you

If you do not wish to receive marketing communications or if you prefer we do not disclose your personal information to third parties, please let us know by writing to our Office Manager. If you do not notify us otherwise, we assume you consent to the use of your information for these purposes.

Please note, if you choose not to provide certain personal information, we may not be able to deliver the full range of services or provide the level of service we strive to offer.

When We Disclose Personal Information

We may disclose your personal information to third parties where necessary to assist us in providing the services to you. These third parties may include:

- Outsourced service providers who help us manage services, such as insurers or event organisers
- Regulatory bodies or government agencies for compliance purposes



We ensure that any third-party providers we share information with use it solely for the purpose it was provided.

When you provide us with personal information about other individuals, such as members of a group or club, you are responsible for ensuring they are aware of how their information will be used, including the potential disclosures to third parties.

Storage and Protection of Personal Information

We store your personal information securely on both paper and electronic systems. We implement reasonable measures to protect your information from misuse, loss, or unauthorized access.

Accuracy of Personal Information

We take steps to ensure that your personal information is accurate, complete, and up to date. You can help us maintain the accuracy of your information by informing us of any changes.

Access to Your Personal Information

Under the **Privacy Act 1988**, you have the right to access the personal information we hold about you. If you wish to access or correct your personal details, please contact our Office Manager. There may be exceptions where we are unable to provide access, in accordance with the Act.

If you believe your personal information is inaccurate or you wish to report a privacy breach, please notify us immediately.

Privacy Complaints and Consequences of Breaches

At **Coastal Cheer Co.**, we take any privacy concerns seriously. We have a formal procedure in place for handling complaints about privacy breaches. Complaints will be investigated promptly, fairly, and confidentially.

If a breach of privacy is identified, appropriate disciplinary action will be taken, which may include:

- An apology or corrective action
- Counselling or retraining
- Suspension or dismissal (in severe cases)

Retaliation or victimisation of individuals who make a complaint will not be tolerated.

Confidentiality and Reporting

The details of any complaints will be kept confidential by the administration unless disclosure is necessary for:



- The purposes of disciplinary action or corrective processes; or
- As required by law.

Review and Updates

We will review and update this Privacy Statement as required to ensure it remains compliant with applicable laws and meets the needs of our members, staff, and volunteers. All parties associated with **Coastal Cheer Co.** will be made aware of any changes to this policy.