



Privacy Policy

Victorian Four Wheel Drive Club Inc.

1. We respect your privacy

Victorian Four Wheel Drive Club respects and is committed to protecting your right to privacy. This Privacy Policy sets out how we collect and treat your personal information.

“Personal information” is information that we hold which is identifiable as being about you.

2. What personal information we collect

We may collect and hold on file the following types of personal information about you:

- your name;
- your address;
- your date of birth;
- your telephone contact details;
- your email contact details;
- your vehicle and registration details;
- details of any courses that you have completed that relate to our activities;
- information about any club merchandise that you purchase from us;
- information about any goods or services that you may procure through us or as a result of your association with us;
- information from any enquiries that you make with us; and
- information and records of any communication that is entered into between us.

We may also ask you to make available (in a sealed envelope) the following additional personal information (“Emergency Information”) if you should wish to participate in a club activity:

- emergency contact details of your next of kin or other trusted person;
- the name and contact details of your doctor or physician;
- your Medicare number;
- the name of your private health insurance provider (if you have one);
- details of any ambulance cover that you may have;
- your blood type;
- details of any current medication; and
- details of any known allergies.

“Emergency Information” is information that we collect and which relates to you in order to assist the authorities, emergency services groups and us if you should become lost or stranded while participating in a club activity, or if you require medical treatment or other assistance in the case of an accident or an emergency.

3. How we collect your personal information

We collect personal information from you in a variety of ways, including: when you interact with us (whether in person, electronically or over the phone); when you complete any of our prescribed forms; when you access our website (including our members-only forum); and when we organise club trips or other activities in which you wish to become involved.

4. Use of your personal information

We use your information to help with the ordinary activities and operations of the club, to interact with you and to maintain our relationship with you.

We may use your personal information to facilitate these purposes and for related purposes including:

- Internal administration;
- Arranging insurance on behalf of the club, its officers and its members;
- Arranging access and travel permits to parks, tracks and other areas which carry public or seasonal access restrictions;
- Maintaining and renewing the club's affiliation arrangements with other groups and associations;
- Controlling and managing access rights to the club's members-only forum and email distribution list; and
- Assisting us to identify and inform you of activities that we engage in that may be of interest to you.

We will use reasonable endeavours to prevent the disclosure of your personal information except to the extent:

- Indicated at the time that you supply information to us;
- Expressly permitted under any other agreement that we reach with you;
- Required for performance by us of our activities and operations for you;
- Required under compulsion of law or as otherwise provided in cooperation with any government authority; or
- Where information that we hold about you is already publicly available or we disclose it in a manner that does not readily permit identification of that information relating to you.

We also use it to notify you of any news, events, special offers and club discounts that may involve third parties and which we think might be of interest to you.

Except as described above, we undertake not to sell, rent, trade or otherwise provide your personal information to any third parties. ***Your personal information may however be shared among other members of the club, unless you tell us otherwise.***

We will only ever hold your Emergency Information (in its sealed state) for the duration of each club trip or other club activity for which purpose this information has been obtained. We will not access or provide details of your Emergency Information to any third party, except in the case of an accident or an emergency.

5. Disclosure of your personal information overseas

Our website host is based in Australia but it also conducts some of its operations in the United States of America. By accessing and using our website (including our members-only forum), you acknowledge and agree that some of your personal information (including any comments that you post which may be used to identify you) may be stored on servers that are located in the United States of America.

6. Quality and accuracy of your personal information

We will use reasonable endeavours to maintain the quality and accuracy of our records about you. Should any of the personal information that we collect from you

be subject to change, we request that you provide us with updated details at the earliest opportunity so that we may update our records to reflect these changes.

7. Security of your personal information

We do not permit unauthorised access to, or the improper use of, your personal information (this includes for commercial purposes or for personal gain). While we will make reasonable endeavours to protect and secure your personal information, we are not liable for any unauthorised access to this information.

8. Access to your personal information

On request, you may access any personal information that we have collected and stored about you free of charge. If you believe that your personal information is not accurate or complete, you may request that we make the necessary corrections, additions or deletions. In order to do so, we ask that you put your request in writing. We will endeavour to respond to your request within one calendar month of receipt.

9. Complaints or enquiries about privacy

If you have any complaints or enquiries about our privacy practices, please feel free to contact us with details of your complaint or enquiry through either of the following channels:

Write to us at:

Secretary
Victorian Four Wheel Drive Club
PO Box 778
Dandenong Vic 3175

E-mail us at: secretary@vfwdc.com

We take complaints very seriously and will endeavour to respond to any complaint that we should receive within one calendar month of receipt. We also have a dispute resolution framework for our members, as outlined in our Rules.

10. Changes

Please be aware that our Privacy Policy may be revised from time to time. We will advise our members of any revisions and make a copy of the most current version available for download on our website.

11. Website

When you visit our website

When you visit our website we may collect (whether directly or through a third party provider) certain information such as device type, browser type, operating system, website visited immediately before coming to our site, etc. This information may be used in an aggregated manner to analyse how people use our site, such that we can improve your online experience when visiting or using our website.

Cookies

We may use cookies on our website (whether directly or through a third party provider). Cookies are very small files that are used by website administrators to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website.

Third party sites

Our site (including postings made by individual members on our members-only forum) has links to other websites that we reasonably believe you may be interested in. We do not own or control these other websites and we do not receive any benefit/s for providing these links. We are not responsible for these sites or the consequences of you visiting those sites.

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