

PRIVACY POLICY

MyCo Sports Pty Ltd (ACN 161 437 752) ("MyCo Sports", "we", or "our") is committed to providing you with the best possible customer service experience. We recognise the importance of safeguarding your privacy and are committed to complying with the Australian Privacy Principles ("APP") which set the standards for how private organisations should deal with personal information. The APP's are found in Schedule 1 to the Privacy Act 1988. We trust that this Privacy Policy will help you to understand how we collect, use, disclose and manage your personal information.

This Privacy Policy describes our practices in connection with information collected through all our services including the MyCo Sports website <http://www.mycosports.com.au> ("MyCo Website"), and the MyCo Sports Online Results Recording System accessible by registered users via a username and password at <https://go.mycosports.com.au> ("MyCo System").

1. Collection of your Personal Information

MyCo Sports collects the personal information needed in connection with the provision of Sports Team Entry and Results Recording and for our business operations. If you choose not to provide certain personal information to us, we may not be able to provide you with the services you require. The following are the main types of personal information collected by MyCo Sports and the main purpose for why they are collected.

a. MyCo Website

There are many aspects of the MyCo Website which can be viewed without providing personal information, however, to register for access to the MyCo System and customer support features you are required to submit personally identifiable information. This includes:

- Name
- School/Club Name
- School/Club Address (for registration to the MyCo System only)
- District/Region Name (for registration to the MyCo System only)
- City/Country
- Email address
- Contact Number
- Payment Method selection (for registration to the MyCo System only). Where payment is made by credit or direct card, this is conducted through PayPal, which is governed by the Privacy Policy of PayPal Inc. Refer to Item 6a below.

b. MyCo System

i. School/Club Licensed Users

To access the MyCo System as a registered user you need to enter your user name and password. Your login provides you with access to Competitions participated in by the School/Club with whom you are registered on behalf.

ii. Competition Organiser / Participating Teams within Competitions

As a registered user, the information we collect for each participating team may vary based on your role in the Competition, but generally includes the same type of information that you would include when registering with us.

iii. School/Club Competitors

The following information is obtained for competitors participating in a competition:

- Name;
- Date of Birth;
- Gender; and
- In addition, if the event is a race or timed event, we may collect information on the time or distance recorded.

2. Use of your personal information

MyCo Sports uses the personal information collected in the provision of its services to assist Schools/Clubs to administer their Sports Competitions, and for our business operations.

a. MyCo Website

For each visitor to reach the MyCo Website, we collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends while you are at this website.

MyCo Website registration and enquiries process collects personal information about you primarily:

- to register the Licensed System to the School/Club you represent;
- to provide you with the information you request; and/or
- to respond to your enquiries or complaints.

b. MyCo System

i. School/Club Licensed Users

We may use the information that we gather about you for the following purposes:

- To provide our services to you, to communicate with you about your use of our services and for other customer service purposes;
- To provide information that you have requested to receive from us in response to you requests;
- To administer Competitions;
- To improve our services by providing personalised experiences, location customisation, personalised help, and instructions; and
- To send you emails, follow-up questions about your Competition or your participation in an Competition, news and newsletters, promotions, and/or invitations relating to the MyCo System.

ii. School/Club Competitors

The MyCo System captures the competitor's personal information for the sole purpose to alert the Competition organiser where a competitor has been entered in an event outside of their age range or gender. This information is also used when generating scoresheets, marshal sheets and the results file to use on Competition day. This information is accessible by the Competition organiser who has been assigned responsibility on behalf of the Schools/Clubs within that Competition, in addition to the School itself.

This information is accessible by the Competition organiser via unique username and password. The system has the added protection of a DigiCert Secure Sockets Layer (SSL) Certificate which is a standard security technology for establishing an encrypted link between the server and system website. SSL allows sensitive information such as login credentials to be transmitted securely.

Licensed users of the MyCo System are all representatives of the School/Clubs who are authorised by the School/Club to manage the personal information to conduct the competitions on behalf of their School/Club. It is the responsibility of the School/Club users to ensure they comply with their own internal policies and procedures surrounding Privacy.

3. Quality of Information

i. *School/Club Licensed Users*

MyCo Sports aims to ensure that the personal information we retain about you is accurate, complete and up to date. Please provide us with complete and accurate information and keep us informed of any changes in your details such as a change of address. If you do not provide all or part of the personal information that we request we may not be able to contact you or to administer your license properly.

If you believe that the information we hold about you is inaccurate please contact us directly using the contact details provide below, so that we can update our records.

ii. *School/Club Competitors*

Competitor's personal information is managed by the School/Club Licensed User and can only be entered within the MyCo System by representatives of that School/Club. Competitors can only be entered where all the required information including their name, date of birth and gender are entered.

If you believe that the information we hold about any competitor is inaccurate, this can be corrected by the Licensed User for the individual School/Club. If you require assistance, MyCo Sports can assist you in updating the records.

4. Security of Information

MyCo Sports has implemented commercially reasonable precautions, including, where appropriate, password protection, encryption, and secure socket layering (SSL) to protect the MyCo Website and MyCo System and the information we collect from loss, misuse and unauthorised access, disclosure, alteration, and destruction. Please be aware that despite our best efforts, no data security measures can guarantee 100% security all of the time.

Where appropriate, you should take steps to protect against unauthorised access to your password, computer, and web-enabled devices, among other things, by signing off after using a shared computer, inserting a password on your web-enabled device, choosing a password that nobody else knows or can easily guess, keeping your password private, and periodically changing your password. We are not responsible for any lost, stolen or compromised passwords, or for any activity on your account via unauthorised password activity.

5. Your Rights of Access

You are entitled to obtain access to your personal information subject to some exceptions allowed by law. If you wish to make a request for access to your personal information please contact MyCo Sports using the contact details below.

6. Other Information

a. Collection of Personal Financial Information by a Payment Service.

In some cases we may use an unaffiliated payment service to allow you to purchase a license/product or make payments ("Payment Service"). If you wish to purchase a license/product or make a payment using a Payment Service, you will be directed to a Payment Service webpage. Any information that you provide to a Payment Service will be subject to the applicable Payment Service's use of information collected through any Payment Service. We have provided the additional options to make payments through direct credit and cheque if you do not choose to make payment via the Payment Service webpage.

b. Data Retention

We will retain your information for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or allowed by law. Upon cancellation of your license, you have the option to have all the data cleared from the School/Club's database. We will require confirmation of this request in writing for internal purposes. We may also retain backup information related to your account on our servers to satisfy our disaster recovery procedures. We do not always completely remove or delete all of your information for a number of reasons including contractual, financial or legal requirements.

c. Sensitive Information

We ask that you do not send us, and you do not disclose, any sensitive personal information (such as information related to racial or ethnic origin, religion or other beliefs, health or criminal background). If, contrary to this request, you do provide any sensitive information, in doing so you consent to us collecting and handling that information in accordance with this Privacy Policy.

7. Changes to this Privacy Policy

MyCo Sports may change this Policy from time to time, to ensure adequate transparency is made available to the Licensed Users and Competitors. If we make any changes to this Policy that materially affect our practices with regard to the personal information we have previously collected from you, we will endeavour to notify you in advance of such change, by highlighting the change on the MyCo Website or by sending an email to you at the email address that you have registered with us. Your continued use of the services after any changes or revisions to this Policy will indicate your agreement with the terms of the revised Statement.

8. Contacting Us

MyCo Sports Pty Ltd welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

Call: **1300 692 677**

Post: **Attn: Privacy Policy, MyCo Sports Pty Ltd, PO Box 3317, Mentone East, VIC AUSTRALIA 3194**

E-mail: enquiries@mycosports.com.au