

RESPECTING YOUR PRIVACY

MTBA respects the privacy of our members and their families. To provide you with the best possible service it is important that you can trust us with the information you provide us.

What information is collected about me?

Most of the personal information we collect relates to your membership of your local club and of MTBA itself. We collect this information when you make an application for MTBA membership. The information we collect from your membership of MTBA includes your name, address, phone number and email contact details, gender, date of birth, membership category and your application date.

If you are a Cycling Australia member we collect your CA license number and if you are sponsored we collect information about who your sponsors are.

Information is also collected from the MTBA permit system about you, but is limited to year of birth, gender, post code and email (if stated). We also collect the date of the activity for which the day permit was issued and the name of the club which issued the permit.

We only collect and store information collated from details you give us directly.

We only change information about you by you informing us directly of a change in your circumstances.

Why does MTBA need this information?

MTBA collects this information so that we can give you the best possible service and so that your mountain biking experiences can be made better.

Your personal information helps us quickly help you if you contact us. It enables us to send occasional information vital to your membership such as your membership card and the renewal notice on the anniversary of your membership.

Finally, accumulated and reduced data from MTBA memberships and our day permit system allows us to advocate on your behalf to land managers around the country.

How is information about me protected?

Your information is kept under strict security. Your records are kept in both paper and electronic forms.

The electronic record of your membership, your personal details and the limited details of day permit use noted previously are kept on a computer that is password protected. Memberships which have been inactive for more than 5 consecutive years are securely removed from our electronic records.

The paper records for MTBA memberships are kept at the MTBA offices and archived at the end of each calendar year. Paper copies of membership applications are securely destroyed after 5 years.

Paper copies of the MTBA permit system are ultimately given to our insurers for their records. MTBA does not retain any paper copies of day permit records. The club that issues a day permit retains its copy.

Who may request access to information about me?

We treat the privacy of your personal details very highly.

We will, usually, never give your contact details or any other personal information to any third party without your express permission.

However there are times in which MTBA will pass on some of our information about you to

MTBA affiliated organizations such as clubs and private promoters.

We will pass information about you onto your home club if requested by a duly appointed club official. Your home club is the one that you joined when you became a member of MTBA or the one you have informed us of changing to. A duly appointed club official is one of the officials noted on your home club's affiliation application to us. The information we pass onto your home club is usually all the information we have kept about you concerning your membership with MTBA.

On occasion, and when requested, we will pass onto any affiliated club or private promoter information that will assist in the registration process for any mountain bike event they may run. The information we pass on in this case will usually consist of only, full name, date of birth, gender, membership category, membership expiry date and name of home club.

No personal contact details are included past those noted above.

We will usually never pass on any of your personal details to third parties outside those listed previously. We will usually never divulge your email address to outside third parties outside those listed previously.

However, in some cases we may have occasion to be legally bound to give up your personal information. For example, where our records have been subpoenaed for a court case.

Is my information used for any other purposes?

There may be occasions when we need to use or disclose some information we keep about you for purposes such as:

- ensuring that you are kept up to date with the latest MTBA information. This may be either by post or email and may include MTBA partner information.

- undertaking quality assurance activities and other activities that help us monitor and improve the way we operate.
- professional supervision or mentoring of our staff.
- helping us with management, funding, monitoring, complaint handling, planning, evaluation and accreditation activities, for example member satisfaction surveys. Responding to surveys is entirely voluntary, and any response would be anonymous.
- enabling us to code and de-identify records
- addressing liability indemnity arrangements or other anticipated or existing legal proceedings. This may require us giving information about you to our insurer, lawyers or their appointed investigators.
- enabling us to recover a debt in relation to a membership if appropriate.

On occasion information may be used for research that will help us provide better mountain bike opportunities in the future. However, such use of your information will be completely de-identified and absolutely no link to any one person will be made as a result of any research data we generate.

How do I go about getting access to information held about me?

MTBA supports your right to see what information MTBA holds about you. You also have a right to ensure that the information we keep about you is accurate, complete and up to date.

Access to your information will usually be provided to you by simply contacting the MTBA office and providing your MTBA member number. Either phone or email contact is satisfactory. The contact for MTBA details are provided on this pamphlet.

If there is information that is incorrect, incomplete, out of date or with which you do not

agree with, you have the right to request that it be corrected.

It is important that if you change your name, address or any of your contact details that you contact us promptly to request a change to our records.

How do I contact MTBA?

You can contact us by any of the means listed here:

Tony Scott
Executive Officer
PO Box 17
Mirani Qld 4754
Tel: 07 4959 1913
Mob: 0416 228 106
Email: tony.scott@mtba.asn.au
Internet: www.mtba.asn.au



RESPECTING YOUR PRIVACY

What happens to your personal
information?

A guide to the privacy provisions of
MTBA