

## **New Zealand Football Privacy Policy**

This Policy describes how New Zealand Football Incorporated, incorporation number 215518 of Football House, QBE Stadium, Stadium Drive, Albany, Auckland 0632 (**NZF**) collects, uses and discloses personal information and also explains your rights and how to contact NZF. NZF is committed to protecting your personal information in accordance with the Information Privacy Principles (**Principles**) of the Privacy Act 1993 (**Act**).

This Policy also describes your personal information protection rights, including a right to object to some of the processing which NZF carries out.

**Personal information** is any information about an identifiable individual. This Policy applies to personal information collected from and about members and any other person whose personal information NZF may collect from time to time.

**Please** read this Policy carefully.

This Policy explains:

- what kind of personal information NZF collects;
- where NZF collects personal information from;
- how NZF uses personal information;
- how NZF stores personal information;
- how NZF may disclose your personal information;
- how you can access/amend your personal information;
- how long NZF holds personal information;
- who you can contact for further information; and
- how you can make a complaint for breach of Principles.

From time to time, NZF may review and update this Policy – for example, to reflect changes to the law, technology or our structure. You should check the version of this Privacy Policy available on our websites periodically to read about any updates.

### **Summary of how NZF uses your Personal Information**

- NZF uses your personal information to administer your online and offline relationship with NZF, to manage the safety and security of NZF's venues and events to comply with NZF's legal obligations and to provide you with NZF's products, services and other offerings. Some of this information will be provided by you, and others will be generated by NZF or provided by third parties.
- NZF's websites may provide interactive features that engage with social media sites, such as Facebook, Instagram and Twitter. If you use these features, these sites will send NZF personal information about you.
- NZF uses cookies and other tracking technologies to personalise content and advertising and to make NZF's content function better.

Where NZF relies on your consent, such as for direct marketing purposes, or to place cookies, you can withdraw this consent at any time, by directly contacting NZF.

## Section 1: What Personal Information NZF collects

- 1.1 In the course of its operations, NZF may collect, use and disclose the personal information of players, administrators, participants and other individuals for the purposes of governing, administering and promoting of the sport of football in New Zealand, as further described in this Policy. NZF may also collect, use and disclose details of other people who come into contact with NZF such as suppliers, subcontractors and other service providers, sponsors, advertisers, agents, and businesses.
- 1.2 In each case, the precise nature of the collection, use and disclosure of personal information by NZF depends on the services you request and receive from, and your interaction with, NZF.
- 1.3 The types of personal information held by NZF may include (but is not limited to) your name, address, phone numbers, email address (and any other contact details), date of birth, gender, occupation, nationality, country of birth, evidence of NZ parentage and, if required, grand parentage, passports, residency details, social media details. Depending on the services you receive from NZF, NZF may also collect and hold details of and about your participation history, your club and membership history as well as your emergency contact information, driver's license details, details of the items ordered or purchased from NZF, parent's passports, parent's employment history, and any other information as required by FIFA to prove eligibility such as Birth Certificates, Certificates of Citizenship, Academic information (including records or correspondence from your school), Visa and immigration information.
- 1.4 In certain circumstances, NZF may collect information about your health. NZF may use health information about you to ensure that football programmes in which you participate are run safely and in accordance with any specific health needs you may have and for insurance purposes. NZF may also use health information as required by the NZF Statutes, including medical and anti-doping testing and investigations.
- 1.5 In addition, NZF may use de-identified health information and other personal information to carry out research, to prepare submissions to government or a government body or to plan events and activities. De-identified information is information which has been aggregated or otherwise de-identified so that it cannot be used to identify you or any other individual.
- 1.6 When you provide NZF with personal information, this Policy will apply to the manner in which the information is collected, used, disclosed and stored by NZF. If you chose not to provide certain personal information, NZF may not be able to communicate with you. It may also affect NZF's ability to provide you with the products and services you require. For example, you may not be able to register to play football or participate in some of the activities on the NZF network of websites (collectively, the **NZF Sites**) if you do not provide certain personal information.

## Section 2: Where NZF collects your Personal Information

- 2.1 Personal information about you may be collected by NZF from you or, where authorised by you, from a third party. NZF uses forms, online portals and other electronic or paper correspondence to collect this information.
- 2.2 If NZF provides online services to a child (under 18), NZF will need parental/guardian consent for this, and may ask for a parent's or guardian's email address, in order to ask for consent.
- 2.3 For example, NZF may collect personal information about you:

- (a) from the NZF Sites;
- (b) when you provide it to NZF when you register on the National Registration System, or when you are filling in forms approved by NZF from time to time (including when you register to play football, register for a coaching or refereeing course, or any other football event hosted by NZF);
- (c) when you contact NZF by email, in writing or otherwise;
- (d) when you engage with NZF via social media;
- (e) when you subscribe to receive football related newsletters or other information;
- (f) when you enter a competition that is being conducted by, or on behalf of, NZF;
- (g) when you request information from NZF or provide feedback to NZF in relation to an event, promotion or other activity through the NZF Sites;
- (h) if you participate in football.

2.4 NZF may also generate or collect personal information about you by itself or from third parties. In an online context, much of this is set out in section 6 (**NZF Sites, Cookies and Other Technologies**). NZF may also collect personal information about you from third parties, including:

- (a) an NZF member, regional association, club and/or a competition administrator registered with NZF from time to time (**Football Administrators**);
- (b) your representatives;
- (c) NZF corporate partners, licensees, sponsors, suppliers and broadcasters (**NZF Partners**);
- (d) from ticketing agents and event organisers, when you purchase tickets to a football related event;
- (e) when you login to a site or app (if applicable) using Facebook Connect you will be asked if you wish to share information from your Facebook account with NZF. If you use a "like" or a "share" button for a feature on NZF's sites or apps, then the third party will share information with NZF;
- (f) from vendors, when you purchase football related merchandise;
- (g) the organisations identified under section 5 (**Disclosing Your Personal Information**) below;
- (h) publically available information (such as telephone directories or websites); and
- (i) commercially available mailing and marketing lists.

2.5 NZF also receives information about individuals that the police or other sports stakeholders recommend or require NZF to ban individuals from NZF grounds.

### **Section 3: Using Your Personal Information**

3.1 NZF may use the personal information collected about you in a variety of ways, including:

- (a) the general administration of the game of football, including statistical analysis and research and player welfare (including sharing of such information with player club and regional association);
- (b) for sending you newsletters and other football related communications;
- (c) the promotion of the game of football, including the marketing to members by NZF Partners of the game of football;
- (d) to verify your identity;
- (e) to ensure compliance with NZF Statutes, including the administration and development of football;
- (f) to organise, conduct and promote football competitions, matches, programmes and other events (including for the purpose of distributing newsletters, providing information and making ticket offers);
- (g) to develop programmes, activities, events, products and services relating to football;
- (h) to provide you with information about NZF products and services, including information about tickets, merchandise and special offers, or which NZF reasonably believe may be of interest you;
- (i) to investigate and take action in the event that applicable laws or regulations are breached, including terms of admission and codes of conduct;
- (j) to carry out market research and surveys;
- (k) to contact you if you win a prize in a competition you have entered and to send the prize to you; and
- (l) any use that is reasonably apparent at the time the information is collected.

3.2 NZF may also use the personal information collected about you:

- (a) to administer, manage and improve the NZF Sites and to provide you with access to those NZF Sites;
- (b) to ensure that content from the NZF Sites is presented in the most effective manner for you and for your computer;
- (c) to allow you to participate in interactive features of an NZF Site (if any), when you choose to do so;
- (d) for direct marketing communications from NZF in relation to products, services, tickets, merchandise and special offers made available by NZF or NZF Partners. You will be able to opt-out of direct marketing at any time if you so choose, by utilising the unsubscribe feature on electronic marketing communications, or in the

case of other direct marketing materials by contacting the NZF Privacy Officer in accordance with section 11 below.

- (e) any use that is reasonably apparent at the time the information is collected.

#### **Section 4: How NZF stores your Personal Information**

- 4.1 NZF stores some personal information electronically through third party provider, Analyticom, located at 17a Piermark Drive Albany. NZF stores some personal information in paper form and on firewall protected servers at NZF Offices at Football House, QBE Stadium, Stadium Drive, Albany, Auckland 0632.
- 4.2 NZF will take reasonable steps to safely and securely store your personal information against loss, unauthorised access, disclosure, use, modification or other misuse.

#### **Section 5: Disclosing Your Personal Information**

- 5.1 NZF may share your personal information with a Football Administrator that you have registered with or expressed an interest in, which may then use your personal information to administer the game of football and keep you updated with information about them.
- 5.2 NZF may also share your personal information with third parties in relation to the operation of NZF's business including:
  - (a) Fédération Internationale de Football Association and its members, including the Oceania Football Confederation;
  - (b) the Drugfree Sport NZ, Sport New Zealand, and/or the New Zealand Olympic Committee and/or Commonwealth Games Associations;
  - (c) NZF's insurers (if any and if necessary);
  - (d) NZF's professional advisors, including accountants, auditors and lawyers;
  - (e) third party service providers, suppliers and partners;
  - (f) as required or authorised by law or where NZF has a public duty to do so, including for purposes of safety and security; and
  - (g) where you have consented to your personal information being disclosed to others.
- 5.3 If you receive a product or service from, or your information is otherwise collected by, an NZF Partner or Football Administrator, the relevant NZF Partner or Football Administrator may have a separate privacy policy which applies to their collection, use and disclosure of your personal information. You should refer to that privacy policy for further details about how the relevant NZF Partner or Football Administrator may collect, process, use, store and disclose your information and how you can contact the relevant NZF Partner or Football Administrator if you have any queries, or wish to make a complaint, about their handling of your personal information.
- 5.4 NZF may appoint other organisations to carry out some administration, processing and other services on NZF's behalf. This may require NZF to share your personal information with service providers who perform services based on NZF instructions. NZF service providers will not be authorised by us to use or disclose your personal information except as necessary to perform services on NZF's behalf or to comply with legislation.

- 5.5 NZF requires third parties to use your personal information for the specific purpose for which it was given to NZF and to protect the privacy of your personal information. NZF will only disclose your personal information to third parties on the basis that such parties agree with NZF to keep your information confidential.
- 5.6 If you do not permit the disclosure of some personal information as NZF requests, NZF may not be able to meet its legal obligations or may not be able to do business with you or register you as a member. If this is the case, NZF will let you know.

## **Section 6: NZF Sites, Cookies and Other Technologies**

- 6.1 If you visit an NZF Site, NZF may record information such as your Internet Protocol (**IP**) address, browser type, Internet Service Provider (**ISP**), referring/exit pages, operating system, the NZF Site pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes, including identifying usage trends, to track users' movements around the NZF Sites and to gather demographic information about NZF users collectively.
- 6.2 Like many other websites, the NZF Sites may use 'cookies' from time to time. Cookies are small pieces of information that are stored by your browser on your computer's hard drive and they are used to record how you navigate an NZF Site on each visit, including providing NZF with information about who has seen which pages, properties and advertisements (including click through from emails), how frequently particular pages are visited and the most popular areas of an NZF Site. NZF may use cookies to enrich your experience of using an NZF Site by allowing NZF to develop and improve the NZF Site to reflect your interests by tailoring what you see to reflect what NZF has learned about your preferences during your visits to an NZF Site. This will mean some of your stored browsing history can be accessed by NZF.

### *Apple iOS and Android Devices (as applicable)*

By accessing any NZF application from these devices you consent to cookies being stored to your device (and other tracking technologies being used to read information from your device) for the following purposes: keeping you logged in, ensuring that an appropriate version of content is presented, analytics and advertising. Many of these cookies and technologies are essential to the operation of the application. It is not currently possible to opt out or remove these cookies (or prevent use of these technologies) from the device without deleting the application.

- 6.3 In addition to cookies, NZF use Google Analytics and other tracking software including but not limited to Google, Facebook, Instagram and Twitter retargeting throughout the NZF Sites to understand and optimise user experience and to improve NZF advertising. This tracking software collects and analyses certain types of information, including cookies, IP addresses, device and software identifiers, referring and exit URLs, onsite behaviour and usage information, and other similar information. NZF and the third party analytics service providers NZF use may also use cookies to anonymously track and target advertising based on your browsing behaviour.
- 6.4 You do not have to accept cookies and can change your browser settings to prevent cookies being stored on your computer. But, if you do turn cookies off this will limit the service that NZF is able to provide to you and may affect your visitor experience. For further information on cookies and how to switch them off see [www.allaboutcookies.org](http://www.allaboutcookies.org).
- 6.5 NZF Sites may also detect and use your IP address or domain name for internal web traffic monitoring and capacity purposes, or to otherwise administer the NZF Sites. No personal information is obtained, rather the patterns of use by visitors to a website may be tracked

for the purposes of providing improved service and content based on statistical review of aggregated user website traffic patterns.

- 6.6 In some cases NZF and its third party service providers may use cookies and other technologies such as web beacons and JavaScript on an NZF Site in connection with online services like banner advertising, website analytics and surveys to collect information about your use of an NZF Site. The use of these technologies allows NZF and its third party service providers to evaluate a user's use of an NZF Site, deliver customised advertising content, measure the effectiveness of the advertising and provide other services relating to website activity and internet usage. The services NZF may use from time to time include Google Analytics, Nielsen, AdTech, and Facebook. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct.
- 6.7 When NZF sends you emails or other electronic messages, NZF may record where you open the message and click on particular links. This helps NZF better understand what information is of interest to you.

### **Section 7: Other Websites**

- 7.1 To the extent that NZF Sites contain links to sites operated by third parties, including other organisations, those linked websites are not controlled by NZF and NZF is not responsible for the privacy practices of the site operators.
- 7.2 Before you disclose your personal information on any linked websites or any website administered or maintained by NZF, NZF recommends that you examine the website's privacy policy and terms and conditions of use.

### **Section 8: Protecting your Personal Information**

- 8.1 NZF takes the security of personal information seriously. NZF has appointed a Privacy Officer to oversee NZF's management of personal information in accordance with this Policy and the Act.
- 8.2 NZF takes reasonable steps to protect the security and privacy of your personal information. NZF and its third party provider have security systems in place which are intended to protect your personal information from misuse, loss, unauthorised access, modification or disclosure by the use of various methods including, for example, an IT system which ensures only authorised computers and employees are granted access to NZF computer network and a security policy which controls what folders and files employees have access to. NZF has directed its staff that personal information must be dealt with in accordance with this Policy and kept secure from unauthorised access or disclosure.
- 8.3 If you are considering sending NZF any other personal information through an NZF Site or other electronic means, please be aware that the information may be insecure in transit, particularly where no encryption is used (e.g. email, standard HTTP). Any transmission is therefore at your own risk. Once NZF has received your personal information, NZF will take reasonable steps to protect all personal information within its direct control from unauthorised access. If NZF receives personal information about you which it did not request and which it does not reasonably require, NZF may destroy or de-identify this information where appropriate.
- 8.4 Where NZF has given you (or where you have chosen) a password which enables you to access certain parts of an NZF Site, you are responsible for keeping this password confidential. NZF suggests that you do not share the password with anyone and to change it regularly.

- 8.5 If you reasonably believe that there has been an unauthorised use or disclosure of your personal information, please contact NZF's Privacy Officer at: [legal@nzfootball.co.nz](mailto:legal@nzfootball.co.nz).

### **Section 9: Disclosing Your Personal Information Abroad**

- 9.1 NZF will store personal information on data servers that are controlled by NZF and are located within the geographical borders of New Zealand where reasonable possible. However, in some circumstances the personal information that NZF collects may be disclosed to certain recipients, and stored at certain destinations, located outside New Zealand from time to time. For example, your personal information may be transferred outside of New Zealand if any of NZF's servers from time to time are located outside New Zealand or if one of NZF's service providers or suppliers is located in a country outside New Zealand. As at the date of this Policy, NZF utilises a service provider and supplier in Croatia. NZF may also disclose your personal information outside of New Zealand in accordance with section 5 (**Disclosing Your Personal Information**), including to facilitate the registration of a player by an international football association.
- 9.2 In all cases, by providing your personal information to NZF or using NZF's services, you consent to the disclosure of your personal information outside New Zealand as set out in this Policy, and acknowledge that NZF is not required to ensure that overseas recipients handle your personal information in compliance with New Zealand privacy law. However, where practicable in the circumstances, NZF will take reasonable steps to ensure that overseas recipients use and disclose such personal information in a manner consistent with this Policy. You may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the Act in relation to how those parties treat your personal information.

### **Section 10: Access to and Correction of Your Personal Information**

- 10.1 NZF takes all reasonable precautions to ensure the personal information that NZF collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide. NZF recommends that you let NZF know if there are any errors in your personal information and keep NZF up-to-date with changes to your personal information such as your contact details.
- 10.2 You have the right to ask for access to the personal information NZF holds about you, and can request the correction or deletion of your personal data if it is inaccurate, incomplete or out of date. If you would like to do so, please contact the NZF's Privacy Officer to submit an enquiry to access the personal information NZF holds about you.
- 10.3 If you provided your personal information via an NZF Site, you can also update your personal information at any time by logging onto the relevant NZF Site and submitting the updated information.
- 10.4 The rights set out in this Section 10 **may be limited**, for example if fulfilling your request would reveal personal information about another person, where it would infringe the rights of a third party (including NZF's rights) or if you ask NZF to delete information which NZF is required by law to keep or have compelling legitimate interests in keeping. Relevant exemptions are included in both the General Data Protection Rules and in the Act. NZF will inform you of relevant exemptions NZF rely upon when responding to any request you make.

### **Section 11: Opting Out of Direct Marketing Communications**

- 11.1 You can opt out of receiving direct marketing, messages or communications from NZF at any time by following the unsubscribe instructions in the message sent to you. If you wish

to unsubscribe from communications NZF send you, you can also send an email to [legal@nzfootball.co.nz](mailto:legal@nzfootball.co.nz)

#### **Section 12: How long NZF holds your Personal Information**

- 12.1 NZF will keep your personal information only for as long as necessary to achieve the purpose for which it was collected.

#### **Section 13: Changes to This Policy**

- 13.1 NZF may modify, alter or otherwise update this Policy at any time by publishing the new version of the Policy on the NZF Sites. NZF will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact the NZF Privacy Officer using the details below.

#### **Section 14: Contacting the NZF Privacy Officer and Making Complaints**

- 14.1 You may contact the NZF Privacy Officer by writing to [legal@nzfootball.co.nz](mailto:legal@nzfootball.co.nz) or The Privacy Officer, New Zealand Football, at Football House, QBE Stadium, Stadium Drive, Albany, Auckland, 0632.
- 14.2 You may complain about NZF's collection, use or disclosure of your personal information by contacting the NZF Privacy Officer using the contact details above with your full name and contact details, together with a detailed description of the complaint. NZF will respond to your complaint within a reasonable period of time and inform you of the next steps NZF will take in dealing with your complaint. If NZF is unable to resolve your complaint, NZF will inform you of the steps available to you in those circumstances.

Date: 27/3/19