

Privacy Policy

The Gold Coast Titans commercial divisions diligently protect both your privacy and your personal data and we are bound by the Principles contained in the Privacy Act.

What Information Do We Collect?

We may collect information about you at different times, instances include:

Personal Information

In summary, 'Personal Information' is information or an opinion relating to an individual which can be used to identify that individual.

Why do we collect personal information?

We collect personal information in order to conduct our business of operating and managing the team and its related activities.

About whom do we collect personal information?

The type of personal information we may collect and hold includes (but is not limited to) information about:

- fans;
- our players who participate in NRL fixtures and in our elite junior squads
- persons with whom we come into contact in the course of operating and managing our team
- prospective employees, employees, and contractors; and
- other people who may come into contact with the team.

What kinds of personal information do we collect?

In general, the type of personal information we collect and hold includes (but is not limited to) names, addresses, contact details, occupations and other information which assist us in conducting our business, providing and marketing our services and meeting our legal obligations.

In most cases, if personal information we request is not provided, we may not be able to supply the relevant product or service.

How do we collect personal information?

Personal Information you provide: we will generally collect personal information by way of forms filled out by people, face-to-face meetings, interviews, business cards, telephone conversations and from third parties.

Personal Information provided by other people: In some circumstances we may be provided with personal information about an individual from a third party, for example from another club, the National Rugby League or a reference from another person.

Web site Collection

We collect personal information from our web site through emails. We also use third parties to analyse traffic at that web site, which may involve the use of cookies (see description of cookies below).

How might we use and disclose your personal information?

We may use and disclose your personal information for the primary purpose for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in other circumstances authorised by the Privacy Act.

In general, we may use and disclose your personal information for the following purposes:

- customer service issues;

- mailing operations and the interaction of our customers and emails;
- billing and debt recovery actions;
- marketing and market research services;
- web site usage analysis.
- to operate and manage the our team;
- to conduct our business, including for marketing and research purposes;
- to communicate with you;
- to comply with our legal obligations.

Apart from in the above circumstances, your personal information will generally not be disclosed without your consent.

To whom might we disclose your personal information?

We may disclose your personal information to other companies or individuals who assist us in providing services or who perform functions on our behalf (such as mailing houses) and organisations that carry out activities essential to our research activities; or anyone else to whom you authorise us to disclose it.

All of these organisations are bound by confidentiality and privacy obligations in relation to your personal information.

We may also disclose your personal information to:

- anyone you authorise us to;
- credit reporting and law enforcement agencies;
- related companies and professional advisors;
- government and regulatory authorities and other organisations as authorised by law;
- in the event of a transfer/sale of all or part of our assets or business.

Sensitive information

Some personal information which we collect is 'sensitive information'.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where certain other limited circumstances apply (eg, where required by law).

Management of personal information

We are required to take reasonable steps to protect the security of personal information. Our staff are required to respect the confidentiality of personal information and the privacy of individuals.

We take steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, for example by use of physical security and restricted access to electronic records.

Where we no longer require your personal information for a permitted purpose we will take reasonable steps to destroy it.

How do we keep personal information accurate and up-to-date?

We endeavour to ensure that the personal information we hold is accurate, complete and up-to-date. You can contact us in order to update any personal information we hold about you. Our contact details are set out below.

You have the ability to seek access to your personal information.

Subject to the exceptions set out in the Privacy Act, you may seek access to personal information which we holds about you by contacting our Privacy Officer.

We will require you to verify your identity and to specify what information you require. A fee may be charged for providing access. We will advise you of the likely cost in advance.

How Do We Protect Your Personal Information?

High technology is used to ensure your sensitive information is secure and is protected from unauthorised access or improper use. For example, you will note that while using some features of our website you need to submit a password before you gain access.

Your personal password is confidential and is encrypted to ensure its secrecy. With your password, you are able to edit your personal details.

Particularly sensitive information such as your credit card number is not stored in a server that is connected to the Internet. All transmission of data for the purposes of billing and collections is done via encrypted transmission between us and the bank.

How To Access, Correct or Update your Personal Information

We are currently working on this section. Please come back soon or contact us as below.

Surveys

From time to time we may contact you and ask you to participate in surveys designed to improve our services and ensure that we are meeting our customers' needs. Such information may be used for product development, market research or customer service purposes. If you ever volunteer to be involved with a customer base survey, we use the information collected only to improve the online experience. These surveys are strictly confidential.

Non-personally identifiable information collected

Also we may from time to time gather information that does not personally identify you which is collected and used to monitor and improve our Service as well as assist in tailoring specific messages to an unknown audience. For example:

When you visit a web page the URL requested is automatically recorded, as is the time and date requested, and the browser software being used;

The Titans tracks usage of our website using services provided by a third party.

Third Party Offers and Subscriptions at the Gold Coast Titans Site

From time to time we may form relationships with other organisations to bring you special offers, competitions and subscriptions. For any third party offer or subscription, we require as a matter of policy that the third party clearly states their intentions with any information gathered, and attaches their privacy policy as a hyperlink to the offer or subscription.

The terms and conditions of the offer should also be clearly stated.

Please read this information carefully, and understand that it is your own choice should you choose to disclose your personally identifiable information to the third party. The information that you offer to the third party is voluntary.

Children's privacy

We do not market to children or knowingly collect personal information about children without parental consent.

Children should always ask a parent before sending any transmission over the Internet. Parents should ensure they monitor and control their children's use of the Internet.

Subscription Terms and Conditions (see also [Terms and Conditions LINK](#))

I accept that by subscribing to the Titans emailing list that I will receive periodic notification via email and or conventional post outlining our news, offers and other information relevant to us or sponsors products and services.

I understand that all personal information provided by myself on this website including will reside in a centralised database at Titans headquarters. I also understand that this information will be updated as and when requested only by myself or as authorised by me. I understand it is my right to have access to any of my personal details held by the Titans and that this information will be provided to me within a reasonable amount of time.

I understand that under no circumstances will the Titans sell, barter, transfer or distribute my personal details to any other third party no exceptions. I do however understand that the Titans may publish some information provided by myself (on an strictly anonymous basis) within the website or within other media forms, if permission granted by myself and the Titans may send information on behalf of a third party to my personal address.

I understand that it is my right to unsubscribe at any time by forwarding a request to via the website 'unsubscribe' or via email to info@titans.com.au stating unsubscribe in the subject box. I understand that all requests for deletion will be processed within a 345 day period from date of request.

What Are "Cookies"?

A cookie is a message from a web server to your web browser, which is stored for later use. It means that when you visit the web site again, your browser recognises your preferences for that site. Cookies generally enhance your Internet experience, but if you don't want to receive them you can set your browser to alert you when one is being sent. You then have the option of accepting or rejecting that cookie.

Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment. The most current version of this Policy can be obtained by contacting our Privacy Officer.

Enquiries

If you have any questions about privacy-related issues please contact our Privacy Officer:

Email info@titans.com.au,
Phone: (07) 55 810150
Facsimile: (07) 55 810199

Main: Titans Privacy Officer
PO Box 198
SOUTHPORT Q 4215