

PRIVACY POLICY



Last updated on May 2024

Please note that Hello Club, the providers of WkTTA's member management computer system, are joint data controllers alongside ourselves and they have their own Privacy Policy that you accepted when you signed up to the System. You may reference that again via <https://helloclub.com/privacy-policy>.

For the Waikato Table Tennis Association (WkTTA), data privacy and data security are really important to us and we want to make sure that you trust us with your Personal Data. This Privacy Policy describes what kind of Personal Data we gather, how we use it, how we share it with others, how we protect it and how you can access and control it.

When handling your Personal Data, we will comply with the New Zealand Privacy Act 2020.

If you have any questions or complaints about this Policy or our data protection processes, please get in touch with us at waikatotabletennis@gmail.com.

Definitions

"Waikato Table Tennis Association", "WkTTA", "we", "us", "our" means Waikato Table Tennis Association, an Incorporated Society registered in New Zealand.

"WkTTA Administrator" means any individual acting on behalf of WkTTA and who has certain elevated permissions within the System.

"Child" means any individual under the age of 16.

"Data Protection Laws" means the data protection and privacy laws applicable to the processing of Personal Data that we are legally obliged to comply with – the Privacy Act 2020.

"Member" means any individual who is associated with WkTTA, either by means of membership or as a casual participant, and whose data was entered into our System, either by themselves or by a WkTTA Administrator.

"Personal Data" means any information about an individual by which that person can be identified. This does not include data where the identity has been removed, for example anonymous data.

"Policy" means this Privacy Policy.

"Security Incident" means any unauthorised or unlawful breach of security that leads to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to Personal Data.

"System" means any application or online service operated by Hello Club and licensed to WkTTA.

"Table Tennis New Zealand", "TTNZ" refers to the governing body of table tennis within New Zealand.

"Visitor" means any individual that visits our Website, but who does not have a sign-on to the System

"Websites" means any website operated by WkTTA.

Beside these specific definitions, we will use the meanings as defined in applicable Data Protection Laws.

What information we collect about you

Depending on the circumstances, we may collect, store, and use the following Personal Data about you:

- Personal details like your name, gender and date of birth
- Contact details like your address, telephone number and email address
- Your IP address

In addition, we may collect and store other Personal Data, if that data has been imported or entered into the System or by the WkTTA Administrator.

Information you provide through our Website

In specific cases you provide Personal Data to us through our Website. For example, you may provide your contact details when you sign up to our newsletter or when you fill out a contact form.

Information you provide through our System

You provide Personal Data to us when you register for and use our System. For example, you provide us with information when you sign up for an account, when you enter or update Member information (for yourself or on behalf of another Member, which may include Children), when you add notes or comments, or when you use our System on an ongoing basis.

Payment information

When setting up a paid account with our System, you provide us with payment information that allow us to charge you on a one-off or on a recurring basis.

Payment providers

If you make an online payment through our System we may collect data about your transactions, including the brand and last 4 digits of your credit or debit card number and other details pertaining to the transaction.

How we use the information we collect

We use your Personal Data provided to us only for the purposes and activities defined within the System itself i.e. as a member management function for members and guests of WkTTA including the provision of member services and table tennis events, activities and competitions.

Once the purpose for a processing activity is not applicable anymore and we no longer have a lawful basis for retaining your information, we will delete your Personal Data accordingly.

In the following sections we list the specific cases in which we use your Personal Data.

Contact form

When you fill out a contact form on our Website, we use the contact details you provide us to get in touch with you to resolve your enquiry.

Marketing and promotion of our Services

We may use your Personal Data in order to send promotional information to you that may be of specific interest to you. Our goal is to make the communicated information as meaningful as possible for you. You can always unsubscribe from our marketing emails if you no longer wish to receive them.

Newsletter

In case you signed up for our newsletter, we will send you regular email about information that we consider is of interest to you. You can always unsubscribe from our newsletters if you no longer wish to receive them.

Web site analyses

We use anonymised data that we gather through web analytics scripts that we may embed in our Website.

Safety and security

We use information about you to increase the safety and security of our Website and System. For example for verifying your account, detecting fraudulent activities and anything else that would make our System more secure.

How we share information we collect

We will not sell, rent, share, or otherwise disclose any Personal Data to anyone except to provide our System to you and for the lawful purposes as described in this Policy.

Note that if you disclose your Personal Data to third parties yourself, or if you are directed to a third party website from our System, that third party's privacy notices and practices will apply.

Integration partners

WkTTA have enabled additional integrations when using the System. WkTTA have not directly evaluated or attested to the qualification of applicable Data Protection Laws of these integration partners. They currently include:

- Stripe – for payment processing
- Mailchimp – for bulk emails and Newsletters
- Xero – our accounting system

Law enforcement and compliance

We will share your information with a third-party (including law enforcement authorities) if we believe that sharing is necessary to comply with any applicable law or governmental requests.

Table Tennis New Zealand

We will share such information with TTNZ for the purpose of validating WkTTA's membership base and to enable WkTTA's member players to enter competitions and events being organised by them.

How we secure information we collect

As a web service this is managed by Hello Club who use robust and state-of-the-art technical and organizational measures to secure any Personal Data that we have on file about you. Hello Club review their data protection processes regularly in order to make sure that they protect your Personal Data in the best possible way.

Your responsibilities in terms of data security

When you use our System, you have a responsibility to keep your account secure. Please stick to the following best practices to help us keep your Personal Data secure:

- Make sure you choose a strong password that can't be easily guessed.
- Always keep your password safe and don't share it with others (including us).
- Make use of our Google or Facebook sign in to avoid the need for a password altogether.
- Change your username and password if you think someone knows your account sign in details.
- Notify us if you think your account may have been breached.
- Sign out of your session if you are using a shared device or public computer.

Lastly, always keep your email address up-to-date so that we can contact you and send you notifications if needed in the event of a Security Incident or concern.

How long we store your information

We store your Personal Data only for as long as we need access to it in order to fulfil the lawful purpose of the specific data processing activity.

Your rights

We respect that your Personal Data is yours and therefore give you full control to decide what happens with your Personal Data.

Access, correction and deletion

You have the right to request a copy of your readily retrievable Personal Data and to ask for it to be corrected if you think it is wrong or to be deleted.

If you need to correct your data, you can usually do this yourself within our System by navigating to your personal profile page and making the necessary changes.

We will respond to any request made in respect of the above in accordance with applicable Data Protection Laws.

To action such requests, please send an email to our privacy officer at waikatotabletennis@gmail.com and we will do our best to give you a meaningful response as soon as possible after we have verified your identity. In some cases we may be limited in providing information to you, if fulfilling your request would reveal information about another individual or if we are permitted by law or legitimate interest to keep it. In certain circumstances we may refuse to respond to a rights request where we have the right to do so, for example, where a request is manifestly unfounded or excessive.

Should you at any point believe that we have not complied with Data Protection Laws or this Policy in connection with your Personal Data, you can lodge a complaint with the Office of the Privacy Commissioner.

Opting out for specific cases

You may opt-out of specific processing activities by using different methods, such as:

- Clicking on unsubscribe links in marketing email that we sent
- Managing your notification and email settings in our System

Other important privacy information

Minors and children

While our Website and System are not directed at Children, Personal Data of Children may be entered into the Systems, or a Child may access and use the System.

If you are inputting Personal Data of a Child into the System or otherwise providing us with access to the Personal Data of a Child, you must have obtained, and you undertake to us that you have obtained, the consent of the Child's legal guardians to such disclosure, before making the disclosure.

If you become aware that a Child is using our System, or that someone has provided us with Personal Data of a Child without consent from their legal guardian, please contact us immediately at waikatotabletennis@gmail.com

Changes to this policy

WkTTA reserves the right to change this Privacy Policy. We will provide notification of material changes through our website at least 30 days prior to the change taking effect. Your continued use of the Websites and System after the update has become effective indicates that you have read, understood and agreed to the new version of this Policy.

Security breach

Upon becoming aware of a Security Incident, or any other (suspected) breach of your security safeguards, you must notify us without undue delay and shall provide timely information relating to the Security Incident as it becomes known or as is reasonably requested by us.