AUSTRALIAN SIDE SADDLE COMMUNITY

Privacy & Information Handling Policy

1. Purpose

The Australian Side Saddle Community (ASSC) respects the privacy of individuals and recognises the importance of protecting personal information entrusted to the Community.

ASSC collects and handles personal information in connection with its activities, including clinics, educational programs, virtual Masterclasses, community events, enquiries and general administration.

This policy explains what information ASSC may collect, how it is used, how it is stored and protected, and the circumstances in which it may be shared.

ASSC is committed to handling personal information responsibly, transparently and respectfully.

2. Scope

This policy applies to personal information collected or held by ASSC in connection with:

- Clinic, lesson and event registrations.
- Masterclass and educational program registrations.
- Membership and community enquiries.
- Participant, instructor and guest presenter communications.
- Payments, bookings and administrative records.
- Website contact forms and online enquiries.
- Photographs, correspondence and other information supplied to ASSC.

It applies to information collected electronically, through online forms, email, social media, telephone conversations and written documents.

3. Information ASSC May Collect

Depending on the nature of an activity or enquiry, ASSC may collect information such as:

- Names and contact details.
- Email addresses and telephone numbers.
- Postal or residential addresses, where required.
- Emergency contact details.
- Registration, attendance and participation records.
- Payment and booking information.
- Relevant riding experience and horse details.
- Information reasonably required for event planning, safety or accessibility.
- Correspondence, enquiries and feedback.
- Photographs, videos and other material associated with ASSC activities.

ASSC aims to collect only the information reasonably necessary for the purpose for which it is required.

Individuals are encouraged not to provide unnecessary personal or sensitive information through general enquiries or registration forms.

4. How ASSC Uses Personal Information

Personal information may be used for legitimate Community and administrative purposes, including:

- Processing registrations and bookings.
- Communicating event information, changes and updates.
- Managing clinic and Masterclass participation.
- Responding to enquiries.
- Coordinating instructors, guest presenters and event arrangements.
- Managing payments and financial records.
- Addressing safety matters and emergencies.
- Maintaining appropriate administrative records.
- Providing relevant information about ASSC activities and opportunities.

ASSC will not knowingly sell personal information or provide participant contact lists to unrelated organisations for their marketing purposes.

5. Storage and Security of Information

ASSC takes reasonable steps to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

Depending on the information and how it is collected, records may be held in:

- Password-protected computers and devices.
- Email accounts.
- Secure online storage services.
- Website administration systems.
- Online registration and form platforms.
- Financial and administrative records.

Access to personal information should be restricted to those responsible for the relevant ASSC administrative, event or operational functions.

Individuals involved in handling ASSC information are expected to treat it confidentially and use it only for authorised purposes.

6. Third-Party Platforms and Online Services

ASSC may use third-party services to support its activities and administration.

These may include website hosting, online forms, email services, cloud storage, video conferencing, payment processing and social media platforms.

Information submitted through these services may be stored or processed by the relevant service provider, including on systems located outside Australia.

ASSC does not control the privacy practices of independent third-party providers and encourages individuals to familiarise themselves with the relevant provider's privacy information when using those services.

ASSC will take reasonable steps to select and use services appropriate to the nature of the information being handled.

7. Disclosure of Personal Information

ASSC will not routinely disclose personal information to unrelated individuals or organisations.

Information may be shared where reasonably necessary for an ASSC activity or administrative purpose, including:

- With an instructor or event organiser where relevant to participation or safety.
- With an authorised person assisting with event administration.
- With a payment or service provider where required to complete a transaction.
- Where the individual has consented.
- Where disclosure is reasonably necessary to address an emergency or protect someone's safety.
- Where disclosure is required or authorised by law.

ASSC will endeavour to limit any disclosure to the information reasonably necessary for the particular purpose.

Participant contact details will not be circulated to other participants without an appropriate reason or permission.

8. Sensitive and Safety-Related Information

Some ASSC activities may require limited information relating to health, accessibility, emergency arrangements or other safety considerations.

Where such information is requested, it should be relevant to the activity and limited to what is reasonably necessary.

ASSC will treat this information with particular care and restrict access to those who reasonably need it for the relevant safety or administrative purpose.

Individuals should advise ASSC if information they have provided needs to be updated or if they have concerns about how it is being handled.

9. Retention and Disposal of Information

ASSC will retain personal information only for as long as it is reasonably required for its original purpose, ongoing administration, legitimate record-keeping needs or legal obligations.

When information is no longer required, ASSC will take reasonable steps to securely delete, destroy or de-identify it.

Some records, including financial, registration, incident or insurance-related documents, may need to be retained for an appropriate period.

10. Access, Correction and Privacy Concerns

Individuals may contact ASSC to:

- Request information about personal details held by ASSC.
- Ask for incorrect or outdated information to be corrected.
- Raise concerns about the collection, use, storage or disclosure of their information.
- Request that information no longer required for its original purpose be deleted, where appropriate.

Requests should be made in writing so that they can be properly considered.

ASSC may need to verify the identity of the person making a request before providing access to personal information.

Some information may need to be retained where required for legitimate administrative, financial, safety or legal reasons.

11. Privacy Incidents and Information Breaches

If ASSC becomes aware of a suspected loss, unauthorised access, disclosure or misuse of personal information, reasonable steps will be taken to assess and address the matter.

Depending on the circumstances, this may include:

- Securing affected accounts, records or systems.
- Limiting further access or disclosure.
- Assessing the nature and potential impact of the incident.
- Notifying affected individuals where appropriate.
- Seeking professional or legal advice where necessary.
- Taking steps to prevent a similar incident occurring again.

Where ASSC is subject to applicable legal reporting requirements, those requirements will be followed.

12. Responsibilities

Everyone involved in ASSC administration or activities who has access to personal information is expected to:

- Respect the privacy of individuals.
- Keep personal information confidential.
- Use information only for legitimate and authorised purposes.
- Avoid unnecessary collection or sharing of personal details.
- Take reasonable care when storing, sending or disposing of information.
- Report suspected privacy concerns or breaches promptly.

13. Related ASSC Policies

This policy should be read alongside the relevant ASSC policies, including:

- Community Values.

- Event Participation Policy.
- Child Safety Policy.
- Photography, Recording & Intellectual Property Policy.
- Complaints & Dispute Resolution Policy.
- Risk Management Policy.

14. Review

This policy may be reviewed and updated as required to reflect changes in ASSC activities, administrative practices, technology and applicable privacy requirements.

Australian Side Saddle Community

Preserving the art, history, and beauty of a bygone era through the timeless elegance of side saddle.

Inform. Support. Connect.