

# The Athlete Advantage Privacy Policy

The Athlete Advantage is subject to the Australian *Privacy Act 1988* (Cth) and the Australian National Privacy Principles. This policy deals with how The Athlete Advantage collects, manages and discloses personal information. This policy complies with Australian privacy legislation and the European Union General Data Protection Regulation (the GDPR). Where applicable, it also adheres to the *Professional Standards for Australian Career Development Practitioners* and the *Australian Psychological Society Ethical Guidelines*.

## Why do we collect information?

We collect, hold, use and disclose personal information in order to provide a personalised tailored service at all stages of The Athlete Advantage program. At all times, we only collect the information we need for the particular activity we are carrying out. These activities include:

- contacting us through a contact form on our .com site.
- registering you with the program, to provide you with access to the Athlete Advantage online portal and 16 online courses;
- reviewing responses to the profiling, experience and mental wellbeing questionnaires, to provide you with appropriate guidance and support, and tailor the program to your needs;
- allocating you to a coach;
- matching you with a mentor that fits your goals, personality and communication style;
- matching you with a work experience placement that fits your goals, skills and experience;
- sending or directing you to useful resources or third-party partners, such as CareerHQ or Transition Hub (these entities have separate policies on how they manage your data);
- sending you informative updates on our activities, or particular events or information that may be relevant to you; and
- identifying potential roles that may be of interest.

## Collecting personal information

The main way we collect personal information about you is when you give it to us, for example:

- when you contact us
- when you submit information to our website
- when you share information with your coach.

You should also regularly review your personal information to ensure it remains current and accurate so that we have the best opportunity to help you.

## Collecting sensitive information

As part of the profiling and mental wellbeing questionnaires we collect information about you which may be considered sensitive, including information about your health and racial or ethnic origin.

We also recognise you may choose to disclose other sensitive information to your coach during coaching sessions, who may record this information in their session notes.

## Disclosure

The information that we collect about you is used only for the purpose of providing you with services that may support you in preparing for life after sport and your future career development.

Our coaches will have access to the information that you have provided (including any sensitive information) for the purpose of tailoring the program to your needs and providing you with support, feedback and guidance throughout the program.

With your consent, we may provide limited identifying details, such as name and email address, to third-party partners of the program, including mentoring and work experience providers.

We will not disclose sensitive personal information to anyone without your consent, except where:

1. it is required by law to do so; or

2. disclosure is reasonably necessary to minimise a serious and imminent threat to your health or safety or that of another person.

## Data storage and security

Identifying information, such as name and email address, is held on The Athlete Advantage's electronic document management systems, such as in the online portal and in a third-party customer relationship management software.

All documents pertaining to individual athlete's questionnaires, personalised plans and coaching sessions are stored securely in a locked folder on their coach's private computer to maintain data security and confidentiality. These will not be shared with anyone else without your consent, or in the event of point 1 or 2 above.

Any demographic data required for program reporting will be deidentified first.

As athletes have lifetime access to The Athlete Advantage, we need to retain your login details indefinitely. However, you may ask us at any time to remove the personal data we hold on you.

## Security and overseas recipients

In order to prevent unauthorised access or disclosure we use respected hosting services, firewall and other electronic security procedures and managerial procedures to safeguard and secure the information we collect from you and hold in the online portal. Our internal procedures may include:

- risk assessment of misuse, interference, loss, and unauthorised access, modification or disclosure of your information;
- background tracking and records of changes made to your personal information.

Our data is currently hosted by Amazon Web Services data centres in Sydney, Australia.

We do not use data processing houses in countries other than Australia. However, we may use technical assistance located in another country and the people providing that assistance may be able to access your personal information in the course of providing services to us. We require those providers to comply with our privacy obligations.

## How we use Cookies and other identifiers

We also use cookies and session tools to improve your experience when accessing our website and the quality of our services, for example when we assign you with a coach or while you finish each stage of our online courses.

## Accessing and correcting your personal information

The information we collect about you as part of the registration process is accessible by you when you login to your account. You have the ability to amend or correct that information when you login. The only information you do not have the ability to change are reports generated in response to completion of questionnaires or personality profiles.

## Problems?

If you have any concerns about our use of your personal information, please write to [info@theathleteadvantage.com](mailto:info@theathleteadvantage.com), describing your concerns. We will respond to your concerns within 30 days.

If you are not happy with how we manage your concerns, you can contact the Australian Privacy Commission, available at <http://www.oaic.gov.au>.