



Bicycle Queensland

everyday cycling every day

Updated :6th January 2006

Bicycle Queensland Privacy Policy

Bicycle Queensland is committed to providing its members and event participants with privacy and confidentiality of personal information, subject to the Privacy Act. Bicycle Queensland will make all reasonable attempts to gather only enough information to satisfy the needs of our members and event participants for identification purposes in relation to their membership or their participation in a Bicycle Queensland event.

Collection of personal information is limited to allow Bicycle Queensland to better deliver events and services which contribute to our mission of increasing cycling in Queensland. Bicycle Queensland will not sell or license information collected, and stored on our database, to any third party.

Bicycle Queensland collects information:

- Directly from the member or event participant by phone
- In person at an event or the Bicycle Queensland office
- By mail in a written application form
- Via faxed application form
- Via online forms

Bicycle Queensland typically records:

- Name and address
- Date of birth
- Gender
- Email address
- Telephone and fax numbers
- T-shirt or similar clothing size - when applicable
- Preference of meal type and special dietary requirements - when applicable
- Emergency contact details/person
- The same details for other persons listed on the same Household Membership application or the same Event application.

We consider this to be the minimum amount of information that we need to collect to provide the level of service our members and riders require for their individual and collective cycling needs.

Use of information

The personal information collected will be used in order to:

- provide the level of service members' and ride participants' require
- administer and manage those services, including membership renewals and payment of outstanding premiums
- mail to members at the address on file, a copy of the bi-monthly Queensland newsletter and national cycling magazine
- inform members and riders of forthcoming events or matters concerning their membership status

- better understand the needs of members and event participants in order to effectively respond to those needs
- provide secondary parties with the relevant details relating only to members' and riders' agreement to participate in a programme run by that secondary party
- provide a member's contact details to a local Bicycle User Group or other cycling group for invitations to cycling events if approved by the Bicycle Queensland Executive
- our professional advisers, including auditors, lawyers and insurers, to the extent necessary for them to carry out their legal requirements
- Government and regulatory authorities and other organisations, if required by law

Information storage

Information is stored in compliance with current legislation in both original and electronic form. All reasonable steps will be taken to ensure that the information is kept secure and that access is restricted to the person it relates to and those who require access to perform the function required by the member or event participant only.

Security of information

Bicycle Queensland takes all reasonable precautions to protect information of members and event participants.

Access to information

Access to information provided by members and riders is restricted to people who need to use it to ensure Bicycle Queensland services are delivered effectively. In essence this means that access to information is limited to Bicycle Queensland employees and approved volunteers who are engaged to assist in the preparation and operation of Bicycle Queensland membership and event services.

Members or event participants may edit or change their own personal recorded information on application to Bicycle Queensland. Information will be removed if requested by the member or event participant as long as its removal does not breach any legal requirements or essential operational needs of Bicycle Queensland.

Contact at Bicycle Queensland

If you have any questions in relation to privacy, please contact us on 07 3844 1144 between 9am and 5pm, Monday to Friday and ask for the Officer responsible for Privacy. Alternatively, you can email bqinfo@bq.org.au or write to the Privacy Officer at Bicycle Queensland PO Box 8321 Woolloongabba Qld 4102.