



# BEACHSIDE

Physical Culture Club

## Beachside Physical Culture Club Inc

### Privacy, Complaints & Grievance Policy

#### Purpose

This Policy sets out how Beachside Physical Culture Club Inc (BPCC):

- collects, uses, stores, and protects personal information; and
- manages complaints and grievances in a fair, transparent, and timely manner.

This Policy supports the Constitution, Club Regulations, and Code of Conduct.

#### Governance and Review

- This Policy is approved by the Executive Committee pursuant to the Constitution.
- It operates subject to the Constitution and Club Regulations.
- This Policy will be reviewed every two (2) years or sooner if required.

## PART A – PRIVACY

### 1. Scope

This Privacy section applies to all Members (including junior members), parents/carers, Executives, Teachers, volunteers, and any other persons whose personal information is collected by BPCC and is in line with the current Privacy and Personal Information Protection law.

### 2. Information Collected

BPCC may collect personal and sensitive information including:

- names, addresses, email addresses, and contact details;
- dates of birth;
- emergency contact details;
- medical or health information relevant to participation;
- competition, attendance, and membership records;
- photographs or video (subject to consent).

### 3. Use of Information

Personal information is collected and used for legitimate Club purposes, including:

- membership administration and registration;
- class delivery and attendance management;



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- insurance, competition, and affiliation requirements;
- communication with members and families;
- legal and regulatory compliance.

#### **4. Storage, Security and Use**

- Personal information is stored securely in physical and/or electronic form.
- Access is restricted to authorised persons.
- Reasonable steps are taken to prevent misuse, loss, or unauthorised access.
- BPCC will only use personal information for what it is required and will destroy the information once the purpose of use has expired.

#### **5. Disclosure of Information**

Personal information may be disclosed:

- with consent;
- where required by law;
- to insurers, governing bodies, or authorities as required;
- to manage health, safety, or child protection matters.

#### **6. Access and Correction**

Individuals may request access to, or correction of, their personal information by contacting the Executive Committee.

## **PART B – COMPLAINTS & GRIEVANCES**

### **Purpose**

BPCC is committed to resolving complaints and grievances fairly, respectfully, and in accordance with principles of natural justice.

### **1. Scope**

This section applies to complaints or grievances raised by or about:

- Members;
- parents or carers;
- Executives, Teachers, volunteers, or officials;
- Club operations or decisions.



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### **2. Informal Resolution**

Where appropriate, concerns should first be raised informally with the relevant Teacher or Executive.

### **3. Formal Complaints**

- Formal complaints must be made in writing to the Executive Committee.
- Complaints should include sufficient detail to allow proper consideration.

### **4. Process and Natural Justice**

BPCC will:

- acknowledge receipt of complaints;
- provide all parties with an opportunity to be heard;
- act impartially and without bias;
- maintain confidentiality where possible.

### **5. Outcomes**

The Executive Committee may determine outcomes consistent with the Constitution, Regulations, and Code of Conduct, including:

- mediation or corrective action;
- warnings or conditions;
- referral to disciplinary processes where required.

### **6. Child Safety Complaints**

Complaints involving child safety will be prioritised and managed in accordance with the Child Safety & Protection Policy and legal obligations.

### **7. Records**

BPCC will keep appropriate records of complaints and their resolution, subject to privacy requirements.

### **Approved by Executive Committee**

Date: December 2025

Next Review: December 2027