

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;

- 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.

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