



Southern Cross Martial Arts

Privacy Management Policy

Policy Statement

Southern Cross Martial Arts respects the privacy of our students, parents, guardians, members, staff, instructors, volunteers and families.

This Privacy Policy explains how we collect, use, store and protect personal information. It applies to Southern Cross Martial Arts, Southern Cross Jiu Jitsu Mudgeeraba, and any related classes, gradings, camps, tournaments, workshops, events or activities operated by us.

This policy should be read together with our **Photo and Video Policy**.

1. Our approach to privacy

Southern Cross Martial Arts aims to handle personal information in a respectful, practical and responsible way.

We collect personal information so that we can run our classes, communicate with families, manage memberships, support student safety, keep training records, process payments and operate the club.

We do not sell personal information.

We do not use personal information in a way that is unrelated to normal club operations, safety, communication, administration or promotion.

2. What personal information we collect

We only collect information that is reasonably needed for club, safety, communication, administration or legal purposes.

This may include:

- student name, date of birth and age;
- parent or guardian name and contact details;
- address, phone number and email address;
- emergency contact details;
- relevant medical, injury, allergy, behavioural, learning or support information;
- attendance records;
- grading records, belt level and training progress;
- membership, billing and payment information;
- communication history with parents, guardians or members;

- photos or videos taken during club activities;
- staff, instructor, volunteer or contractor information required for administration, payroll, safety and compliance.

We do not intentionally collect personal information unless it is needed for a genuine club purpose.

3. Why we collect personal information

We collect and use personal information to:

- enrol students and manage memberships;
- provide martial arts classes, camps, gradings, tournaments, workshops and events;
- communicate with members, parents and guardians;
- manage class bookings, attendance and waitlists;
- support student safety and wellbeing;
- contact parents, guardians or emergency contacts if needed;
- manage billing, payments and accounts;
- keep training and grading records;
- send important club updates, newsletters, reminders and notices;
- promote club activities in line with our Photo and Video Policy;
- manage staff, instructors, volunteers and contractors;
- meet legal, insurance, workplace, child safety or administrative requirements.

4. Children's information

Many of our students are children, so we take extra care with children's personal information.

Where a student is under 18, we usually collect information from a parent or guardian. Parents and guardians are responsible for making sure the information provided is accurate and up to date.

Information about children is only used for appropriate club purposes, including enrolment, safety, communication, training records, grading records, administration, and club communication or promotion in line with our Photo and Video Policy.

5. Medical, injury and support information

We may collect relevant medical, injury, allergy, behavioural, learning or support information where it may affect a student's participation, safety or support needs.

This information is used to help instructors support the student appropriately and respond in an emergency.

Parents, guardians and adult students should tell Southern Cross Martial Arts if this information changes.

6. Photos and videos

Photos and videos may be taken during classes, gradings, camps, tournaments, workshops, events and other club activities.

Photos and videos may be used for ordinary club communication, newsletters, emails, closed member groups, general social media posts, stories, reels, instructor training, educational purposes, grading records, training records, internal club purposes and promotional purposes.

Photos and videos are managed in line with the Southern Cross Martial Arts Photo and Video Policy.

Southern Cross Martial Arts uses three levels of photo and video use:

Level 1 — General Club Use

Normal class, group, grading, camp, event and social media content. This is the default level unless a parent, guardian, adult student or member notifies us otherwise in writing.

Level 2 — Feature Use

Posts where a student or member is clearly the main focus, such as awards, student spotlights or grading achievement posts. Extra care will be taken and permission may be sought where appropriate.

Level 3 — Promotional Use

Website hero images, paid advertisements, flyers, brochures, testimonials or major promotional material. Clear permission will be sought where practical if a student or family is clearly featured.

We will not use a child's full name together with a photo or video without specific permission.

If a parent, guardian, adult student or member does not want themselves or their child to be publicly featured in photos or videos, they must notify Southern Cross Martial Arts in writing.

7. Editing tools and artificial intelligence

Southern Cross Martial Arts may use photo editing tools, design tools or artificial intelligence tools to prepare images, videos or graphics for club communication, education or promotional purposes.

These tools may be used to crop images, blur backgrounds, remove distracting details, adjust lighting or image quality, add text or logos, create diagrams or pictograms, create illustrated or lightly altered versions of club moments, or reduce the identifiability of students or other people in an image.

Editing or artificial intelligence tools may help reduce identifiability, but they do not guarantee that a person cannot be recognised.

Where third-party editing, design or artificial intelligence tools are used, images may be processed by those services in accordance with their own privacy and data handling terms.

Southern Cross Martial Arts will not knowingly use editing or artificial intelligence tools to misrepresent a student, create embarrassing or inappropriate content, place a student in a false or misleading situation, or use a student's image in a way that is inconsistent with our values.

8. Communication

We may contact members, parents and guardians by email, SMS, phone, app notifications, social media message, newsletter or other reasonable communication methods.

We use communication to provide information about:

- classes;
- bookings;
- waitlists;
- timetable changes;
- gradings;
- camps;
- tournaments;
- workshops;
- fees;
- closures;
- safety matters;
- membership matters;
- important club updates.

Members can request to be removed from general marketing communication, but we may still need to send important membership, billing, safety or class-related information.

9. Third-party systems and service providers

Southern Cross Martial Arts uses trusted third-party systems and service providers to help operate the club.

These may include membership systems, booking systems, payment providers, accounting software, email and SMS providers, cloud storage providers, website platforms, social media platforms, design tools, editing tools, artificial intelligence tools, insurers, legal advisers and professional service providers.

Southern Cross Martial Arts uses Clubworx for membership management, class bookings, attendance records, communication, waivers, consents and related club administration.

Information managed through Clubworx may include student and parent/guardian details, emergency contacts, dates of birth, membership details, booking and attendance records, grading or progression information, waivers, consents, relevant health or injury information,

payment history, communication preferences, opt-out records, and images or photographs where applicable.

These third-party providers may collect, store, access, process or disclose personal information in accordance with their own privacy policies and terms.

Some third-party providers may store or access information in Australia or overseas.

We only share personal information with third-party providers where it is reasonably necessary for club operations, communication, billing, administration, safety, promotion, compliance or legal purposes.

10. Disclosure of personal information

We do not sell personal information.

We do not give student, parent, guardian, staff, instructor, volunteer or member information to third parties unless:

- the person has consented;
- it is needed to provide club services;
- it is needed for billing, administration, insurance or legal purposes;
- it is needed in an emergency;
- it is required or authorised by law;
- it is needed to protect the safety of a student, parent, staff member, instructor, volunteer or another person;
- it is needed for a legitimate club purpose and is handled responsibly.

Personal information is only accessed by authorised people who need it for their role.

11. Security of personal information

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

This may include:

- using trusted software systems;
- limiting access to authorised staff, instructors or administrators;
- keeping paper records secure;
- using passwords and access controls where appropriate;
- securely disposing of documents that are no longer needed;
- taking care when sharing information by email, message or printed document;
- reminding staff and instructors to keep member information confidential.

No system is completely risk-free, but we aim to handle personal information carefully and responsibly.

12. Paper records and disposal

Where paper records contain personal information, they should be stored securely and only accessed by authorised people.

Paper records containing personal information should be shredded or securely destroyed when no longer required.

13. Accessing or correcting personal information

Parents, guardians, adult students, staff and members can ask to access or correct personal information held by Southern Cross Martial Arts.

We may need to verify the identity of the person making the request before providing access or making changes.

If information is incorrect, incomplete or out of date, we will take reasonable steps to correct it.

14. Keeping information up to date

Members, parents and guardians are responsible for telling us if important information changes, including:

- phone numbers;
- email addresses;
- emergency contacts;
- medical information;
- injury information;
- custody, care or collection arrangements relevant to communication or safety;
- photo and video preferences.

Keeping this information up to date helps us communicate properly and keep students safe.

15. Staff, instructors, volunteers and contractors

Staff, instructors, assistant instructors, volunteers and contractors may have access to personal information only where it is needed for their role.

They are expected to keep personal information confidential and not discuss student, parent, staff, instructor, volunteer or member information outside an appropriate club context.

Personal information must not be used for private purposes.

16. Privacy concerns or questions

If you have a question, concern or request about privacy, please contact Southern Cross Martial Arts.

Southern Cross Martial Arts

Email: admin@southerncrossgc.com.au

Website: www.southerncrossgc.com.au

Phone: 0414674758

We will take privacy concerns seriously and respond as soon as reasonably practical.

17. Changes to this policy

Southern Cross Martial Arts may update this Privacy Policy from time to time.

The most current version will be available from Southern Cross Martial Arts or on our website.