

Privacy Policy

Last Updated: January 2018

At MELBOURNE ICE, we take privacy very seriously. We've updated our privacy policy (Policy) to ensure that we communicate to you, in the clearest way possible, how we treat personal information. We encourage you to read this Policy carefully. It will help you make informed decisions about sharing your personal information with us.

The defined terms in this Policy have the same meaning as in our Terms of Use, which you should read together with this Policy. By accessing our Website and using our Service, You consent to the terms of this Policy and agree to be bound by it and our Terms of Use.

MELBOURNE ICE collects your personal information

The MELBOURNE ICE Community Portal is an online ecosystem that lets you login, anytime, anywhere on your Mac, PC, tablet or phone to get a real-time view of your membership and club services.

The Service involves the storage of Data about a company or individual. That Data can include personal information. "Personal information" means information about a person from which their identity is apparent or can reasonably be determined). This information can include names, date of birth, email addresses, home and work addresses, telephone numbers, bank account details, videos, and photographs. We will collect personal information by lawful and fair means and not in an unreasonably intrusive way. MELBOURNE ICE may collect personal information directly from you when you use the Community Portal.

You can always choose not to provide your personal information to MELBOURNE ICE, but it may mean that we are unable to provide you with our Service.

MELBOURNE ICE may receive personal information from you about others

Through Your use of the Service, MELBOURNE ICE may also collect information from you about someone else. If You provide MELBOURNE ICE with personal information about someone else, You must ensure that You are authorised to disclose that information to MELBOURNE ICE and without MELBOURNE ICE taking any further steps required by applicable data protection or privacy laws, MELBOURNE ICE may collect, use or disclose such information for the purposes described in this Policy.

This means that You must take reasonable steps to ensure the individual concerned is aware of and/or consents to the various matters dealt with in this Policy, including the fact that their personal information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to obtain access to that information, MELBOURNE ICE's identity, and how to contact MELBOURNE ICE.

Where requested to do so by MELBOURNE ICE, You must also assist MELBOURNE ICE with any requests by the individual to access or update their personal information you have collected from them and entered into the Service.

MELBOURNE ICE collects, holds, and uses your personal information for limited purposes

MELBOURNE ICE collects your personal information so that we can provide you with the Service and any related services you may require. In doing so, MELBOURNE ICE may use the personal information we have collected from you for purposes related to the Services including to: identify You, administer the Service, notify You of new or changed services offered in relation to the Service, carry out marketing or promotional activities relating to the Service, assist with the resolution of technical support issues or other issues relating to the Service, comply with law or regulatory requirements in applicable jurisdictions, and communicate with You.

By using the Service, You consent to your personal information being collected, held and used in this way and for any other use you authorise. MELBOURNE ICE will only use your personal information for the purposes described in this Policy or with your express permission.

It is your responsibility to keep your password to the Service safe. You should notify us as soon as possible if you become aware of any misuse of your password, and immediately change your password within the Service or via the "Forgotten Password" process.

MELBOURNE ICE can aggregate your non-personally identifiable data

By using the Service, You agree that MELBOURNE ICE can access, aggregate and use non-personally identifiable data MELBOURNE ICE has collected from you. This data will in no way identify you or any other individual.

MELBOURNE ICE may use this aggregated non-personally identifiable data to: assist us to better understand how our customers are using the Service, provide our customers with further information regarding the uses and benefits of the Service, otherwise to improve the Service.

MELBOURNE ICE may hold your personal information on servers located outside of Australia.

MELBOURNE ICE will store personal information on data servers that are controlled by MELBOURNE ICE and are located within the geographical borders of Australia where reasonable possible. However, in some circumstances the personal information that MELBOURNE ICE collects may be stored on servers located outside of Australia.

disclosed to certain recipients, and stored at certain destinations, located outside Australia from time to time. For example, your personal information may be transferred outside of Australia if any of MELBOURNE ICE's servers from time to time are located outside Australia or if any of MELBOURNE ICE's service providers or suppliers is located in a country outside Australia. As at the date of this Policy, MELBOURNE ICE uses service providers and suppliers in the USA and Canada. MELBOURNE ICE may also disclose your personal information outside of Australia in accordance with section 5 (Disclosing Your Personal Information), including to facilitate the registration of a player by an international ice hockey association.

MELBOURNE ICE takes steps to protect your personal information

MELBOURNE ICE is committed to protecting the security of your personal information and we take all reasonable precautions to protect it from unauthorised access, modification or disclosure.

However, the Internet is not in itself a secure environment and we cannot give an absolute assurance that your information will be secure at all times. Transmission of personal information over the Internet is at your own risk and you should only enter, or instruct the entering of, personal information to the Service within a secure environment.

We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where your personal information has been lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

MELBOURNE ICE only discloses Your Personal Information in limited circumstances

MELBOURNE ICE will only disclose the personal information you have provided to us to entities outside the MELBOURNE ICE group of companies if it is necessary and appropriate to facilitate the purpose for which your personal information was collected pursuant to this Policy, including the provision of the Service.

MELBOURNE ICE will not otherwise disclose your personal information to a third party unless you have provided your express consent. However, you should be aware that MELBOURNE ICE may be required to disclose your personal information without your consent in order to comply with court orders, subpoenas, or other legal process or investigation including by tax authorities, if such disclosure is required by law. Where possible and appropriate, we will notify you if we are required by law to disclose Your personal information.

The third parties who host our servers do not control, and are not permitted to access or use your personal information except for the limited purpose of storing the information. This means that, for the purposes of Australian privacy legislation and Australian users of the Service, MELBOURNE ICE does not currently "disclose" personal information to third parties located overseas.

MELBOURNE ICE does not store your credit card details

If you choose to pay for the Service by credit card, your credit card details are not stored by the Service and cannot be accessed by MELBOURNE ICE staff. Your credit card details are encrypted and securely stored by PayPal to enable MELBOURNE ICE to automatically bill your credit card or PayPal account on a recurring basis. You should review PayPal's Privacy Policy to ensure you are happy with it.

You may request access to your personal information

It is your responsibility to ensure that the personal information you provide to us is accurate, complete and up-to-date. You may request access to the information we hold about you, or request that we update or correct any personal information we hold about you, by setting out your request in writing and sending it to us at info@melbourneice.com.

MELBOURNE ICE will process your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet your request, we will let you know why. For example, it may be necessary for us to deny your request if it has an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process your request in the manner you have requested. In some circumstances, it may be necessary for us to seek to arrange access to your personal information through a mutually agreed intermediary (for example, the Subscriber).

We'll only keep your personal information for as long as we require it for the purposes of providing you with the Service. However, we may be required to keep some of your personal information for specified periods of time, for example under certain laws relating to corporations, anti-money laundering, and financial reporting legislation.

MELBOURNE ICE uses cookies

In providing the Service, MELBOURNE ICE utilises "cookies". A cookie is a small text file that is stored on your computer for record-keeping purposes. A cookie does not identify you personally or contain any other information about you but it does identify Your computer.

We and some of our affiliates and third-party service providers may use a combination of "persistent cookies" (cookies that remain on Your device for an extended period of time) and "session ID cookies" (cookies that expire when You close Your browser) on the Website to, for example, track overall site usage, and track and report on Your use and interaction with ad impressions and ad services.

You can set your browser to notify you when you receive a cookie so that you will have an opportunity to either accept or reject it in each instance. However, you should note that refusing cookies may have a negative impact on the functionality and usability of the Website.

We do not respond to or honour "Do Not Track" requests at this time.

You can opt-out of any email communications

MELBOURNE ICE sends billing information, product information, Service updates and Service notifications to you via email. Our emails will contain

clear and obvious instructions describing how you can choose to be removed from any mailing list not essential to the Service. MELBOURNE ICE will remove you at your request.

You are responsible for transfer of your data to third-party applications

The Service may allow you, the Subscriber, or another Invited User within the relevant subscription to the Service to transfer Data, including personal information, electronically to and from third-party applications. MELBOURNE ICE has no control over, and takes no responsibility for, the privacy practices or content of these applications. You are responsible for checking the privacy policy of any such applications so that you are informed of how they will handle personal information.

MELBOURNE ICE has a privacy complaints process

If you wish to complain about how we have handled your personal information, please provide our Privacy Officer with full details of your complaint and any supporting documentation: by e-mail at info@melbourneice.com.au, or by letter to The Privacy Officer, MELBOURNE ICE PTY LTD, Level 3, Building 3/333 Collins Street Melbourne 3000.

Our Privacy Officer will endeavour to: provide an initial response to Your query or complaint within 10 business days, and investigate and attempt to resolve Your query or complaint within 30 business days or such longer period as is necessary and notified to you by our Privacy Officer.

MELBOURNE ICE reserves the right to change this Policy at any time, and any amended Policy is effective upon posting to this Website. We will make every effort to communicate any significant changes to you via email or notification via the Service. Your continued use of the Service will be deemed acceptance of any amended policy.