



# Bicycle Network's Privacy Policy

## 1. General

1.1 Bicycle Network's website (Site) and the Ride2School HandsUp! App (**App**) are operated by Bicycle Network Incorporated (ABN 41 026 835 903) (**we, us or our**).

1.2 We are committed to providing you with the highest levels of service possible and to protecting and respecting your privacy.

1.3 By using, browsing or accessing the Site or App, you indicate that you have read, understood and accept this Privacy Policy and you agree to abide by it.

1.4 We do not wish to collect information about visitors which is sensitive information as defined under the Privacy Act 1988 (Cth) (**Privacy Act**). We are committed to the protection, privacy and security of your personal information and we have developed this Privacy Policy in line with the Australian Privacy Principles (**APPs**) in the Privacy Act.

1.5 This Privacy Policy Applies to the collection, storage, use and disclosure by us of your personal information. Access to our products, services, Site or App is conditional on your approval of this Privacy Policy and you agree that your use of our products, services, Site or App implies your consent to the terms of this Privacy Policy.

1.6 We collect and use personal information from members, riders, users or visitors of our Site or App (Personal information), including information or opinions which can identify visitors, such as:

- a. name;
- b. address;
- c. phone number;
- d. fax number;
- e. email address;
- f. information about the goods or services you have ordered;
- g. information from enquiries you have made;
- h. information about your bike riding preferences;
- i. active travel records;
- j. information about any crashes or incidents you have had and have reported to us;
- k. communications between us;



- l. credit card information;
- m. emergency contact details; and
- n. personal preference such as meal type or jersey size.

1.7 If you have any questions about this Privacy Policy, you can contact the Bicycle Network team directly by email at [riderservices@bicyclenetwork.com.au](mailto:riderservices@bicyclenetwork.com.au).

## **Changes to the Privacy Policy**

1.8 We may change this Privacy Policy from time to time at our sole discretion. Any revised policy will be posted on our Site and effective from the time of posting.

1.9 If we decide to change this Privacy Policy, we will post those changes to this Privacy Policy on our Site and App, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

1.10 Your continued use of our products, services, Site or App following any such amendment will be confirmation of your acceptance of the amendments. We reserve the right to modify this Privacy Policy at any time, so please review it frequently.

## **2. Collecting your personal information**

2.1 We will collect personal information about you in a variety of ways, including through your use of our Site, App, products and services and participation in our membership program, events, surveys, competitions and promotions. The personal information collected by us will track your use, or enhance your use, of the foregoing and assist us in providing a better service.

2.2 We do not use or share personal information for any purpose other than for the purpose for which it was disclosed.

2.3 By providing your personal information to us, you acknowledge that you are authorised to provide such information to us.

2.4 We may collect personal information about you for our related bodies corporate and service providers and when you request information about products and services. We will only collect personal information that is necessary for one or more of our functions or for the purpose disclosed to you.



## 3. Cookies, Log Data and IP Addresses

### IP Addresses

3.1 A cookie is a piece of data that enables us to track and target your preferences. We may use cookies to enable us to identify you as a return user and personalize and enhance your experience and your use of our Site and App. Most browsers are initially set up to accept cookies. You can reset your browser to refuse all cookies or to warn you before accepting cookies. If you have set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. If you reject our cookies, you may still use our Site or App, but you may be limited in the use of some of the features.

3.2 We use cookies to help us improve our service to you when you access our Site and to ensure that our Site remains easy to use and navigate. We may also use IP addresses to analyse trends, administer our Sites, track traffic patterns, and gather demographic information for aggregate use, as well as in combination with your Personal information for credit fraud protection and risk reduction.

### Log Data

3.3 Whenever you use our App, in a case of an error in the App, we collect data and information (through third party products) on your phone called Log Data. This Log Data may include information such as your device Internet Protocol ("IP") address, device name, operating system version, the configuration of the App, the time and date of your use of the App, and other statistics.

## 4. Use of your personal information

4.1 We use your personal information to provide our products and services to you. We also use it to improve our service and to notify you of opportunities that we think you might be interested in.

4.2 We may provide your personal information to our related bodies corporate, business partners, service providers, third party contractors, agents or suppliers and authorised third party service providers who perform functions on our behalf, such as marketing and analysis organisations, financial and credit card institutions in order to process any payments, hosting companies, web developers, internet service providers, customer service providers, customer support specialists, fulfilment companies, research and data analysis firms, fund raising providers and timing providers (**Authorised Affiliates**).



4.3 . We may also use your personal information to:

- a. verify your identity;
- b. provide our products and services to you;
- c. inform you about our Site, App, goods, services, offers, competitions, promotions, events, sweepstakes, surveys, questionnaires or in order to provide the product or service you have requested, or other matters which we believe are of interest to you;
- d. customise the advertising and content on our Site or App and to contact you about specials deals;
- e. share with Authorised Affiliates.

4.4 Our Authorised Affiliates may be located both in and outside Australia. If you subsequently decide that you do not wish to receive information from them, you may let us know by contacting [riderservices@bicyclenetwork.com.au](mailto:riderservices@bicyclenetwork.com.au).

4.5 Prior to the disclosure of personal information to a person overseas, we will take such steps as reasonable in the circumstances to ensure that the overseas recipient treats your Personal information securely and otherwise complies with the relevant Australian Privacy Principles in relation to the Personal information.

## **5. Storage and security of your personal information**

5.1 We will use our reasonable endeavours to protect and maintain the security of your personal information and to make our Site and App as secure as possible against unauthorised access. We use a combination of technical, administrative, and physical controls to protect and maintain the security of your personal information. Our officers, employees, agents and third-party contractors are expected to observe the confidentiality of your personal information.

5.2 Wherever possible, we procure that Authorised Affiliates who have access to your personal information take reasonable steps to:

- a. protect and maintain the security of your personal information; and
- b. comply with the relevant APPs when accessing and using your personal information.

5.3 Despite our reasonable endeavours, we are unable to ensure or warrant the security of any personal information transmitted to us. Accordingly, all personal information disclosed by you to us is at your own risk and we are not liable for any unauthorised access to the personal information.



5.4 We will destroy or de-identify personal information where it is no longer required, unless we are required or authorised by law to retain the information.

## **6. Disclosure of personal information**

6.1 We may disclose any information, including personal information, we deem necessary, in our sole discretion, to comply with any applicable law, regulation, legal process, governmental request or industry code. We may also exchange information, including personal information, with other companies and organizations for credit fraud protection and risk reduction.

6.2 We may retain certain of our Authorised Affiliates to perform functions consistent with our Privacy Policy on our behalf. Such third parties may be provided with access to personal information needed to perform their functions, but may not use such information for any other purpose.

6.3 In the event of a merger, acquisition or sale of the whole or part of our business or assets, we reserve the right to transfer your Personal information as part of any such transaction. However, your personal information would remain subject to this Privacy Policy.

## **7. Links to / from other sites**

7.1 Although our Site and App may contain links to or from external websites, those websites are not subject to our privacy standards, policies and procedures. We recommend that you make your own enquires as to the privacy policies of these third parties.

7.2 We do not endorse any of these third-party websites or services and are in no way responsible for the content, privacy policies, or practices of any third-party sites, products or services.

7.3 This Privacy Policy applies only to the information we collect on our Site or App.

## **8. Disclaimer**

8.1 We will not disclose your personal information to any third party (other than our Authorised Affiliates) without your consent in writing, unless otherwise required by law or permitted herein, or unless such disclosure is reasonably necessary in our



opinion to protect our rights or property, to avoid injury to any person or in order to ensure the proper functioning of our Site or App.

8.2 This Privacy Policy only addresses the use and disclosure of information we collect from you via our Site or App. The use of your personal information by the aforementioned third parties is governed by the privacy policies of such parties and is not subject to our control.

8.3 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Site or App; any transmission is entirely at your own risk.

## **9. Access to information collected by us**

9.1 We will use our reasonable endeavours to keep your personal information that we collect accurate, up-to-date and complete.

9.2 You may obtain access to the personal information which we have collected about you, via our Site or App, by contacting [riderservices@bicyclenetwork.com.au](mailto:riderservices@bicyclenetwork.com.au). We will use our reasonable endeavours to provide a complete list of your personal information within 21 days of receipt of your enquiry. We reserve the right to charge a reasonable fee for this service to meet our reasonable costs in providing you with details of the information we hold about you. Proof of identity may be required before such information will be provided.

## **10. Consent**

10.1 You acknowledge and agree that we, our Authorised Affiliates and each of their officers, employees, agents and contractors are permitted to collect, store, use and disclose your personal information in the manner set out in this Privacy Policy and in accordance with the Privacy Act.

## **11. Children**

11.1 We do not directly collect personal information from children under the age of 18. Any information required for a child under the age of 18 (e.g. an event entry) must be provided by a parent or guardian who consents to this Privacy Policy.



11.2 We do not directly communicate with children under the age of 18 using personal information provided by a parent or guardian. Any communications will be directed through the parent or guardian who consents to this Privacy Policy.

## **12. Further information**

12.1 Further information about Privacy law and the Australian Privacy Principles is available from the Office of the Australian Information Commissioner's website [www.oaic.gov.au](http://www.oaic.gov.au).

## **13. Resolving your privacy issues**

13.1 If you have any issues you wish to raise with Us regarding, or would like to discuss any issues about, our Privacy Policy, please contact the Bicycle Network team directly by email with your issues or queries at [riderservices@bicyclenetwork.com.au](mailto:riderservices@bicyclenetwork.com.au).

13.2 At all times, privacy complaints:

- (a) will be treated seriously;
- (b) will be dealt with promptly;
- (c) will be dealt with in a confidential manner; and
- (d) will not affect your existing obligations or your engagement with us.

13.3 Our team will endeavour to:

- (a) respond to you within 21 business days; and
- (b) investigate and attempt to resolve your concerns within 21 business days or any longer period is necessary, you will be notified by our team.

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