Squash Bucklers — Privacy Statement

Effective date: 9 November 2026

1. Our commitment to your privacy

Squash Bucklers is an inclusive, rainbow-friendly squash club based in Wellington, New Zealand.

We respect your privacy and are committed to protecting the personal information you share with us.

We collect and manage personal information in accordance with the New Zealand Privacy Act 2020.

Our approach is simple: we only collect information we reasonably need to run the club, we use it responsibly, and we do not share it unnecessarily.

2. What information we collect

When you apply for membership, register for an event, or communicate with the club, we may collect:

- Your name and preferred name.
- Your email address and telephone number.
- Information provided in your membership application.
- Your membership status and relevant membership history.
- Event registrations, attendance and waiting-list information.
- Payment and subscription records, where applicable.
- Any other information you voluntarily provide that is relevant to your membership or participation.

Where necessary, we may also hold records relating to safety incidents, complaints, disciplinary matters or other club administration.

We do not require members to disclose their sexual orientation, gender identity or other sensitive personal information unless there is a specific, lawful and necessary reason to collect it.

3. Why we collect your information

We use your personal information to:

- Process and administer membership applications.
- Maintain an accurate membership register.
- Manage club sessions, events, registrations and waiting lists.
- Communicate important club information, including session changes, cancellations and safety notices.
- Manage subscriptions and financial records.
- Respond to enquiries, concerns and complaints.
- Promote a safe, respectful and inclusive environment.
- Meet our legal obligations.

We may also send members club news, event announcements and other relevant updates. Members may opt out of optional communications without affecting essential membership or event notifications.

We will not use your personal information for unrelated purposes without an appropriate lawful basis.

4. Who can access your information

Access to personal information is restricted to authorised club officers, administrators and other people who genuinely need it to carry out their club responsibilities.

Membership information is private by default.

Squash Bucklers does not publish a public membership directory. Members' email addresses, telephone numbers, membership applications and other personal details are not made available to fellow members without appropriate permission.

For the purpose of organising club sessions, matches and events, participating members may be able to see the names of other registered participants. Contact information and other private membership details will not be included.

Where event organisers require participant information to run a session, they will only receive information relevant to that purpose.

We do not sell, rent or trade members' personal information.

We will not provide membership lists or contact information to other clubs, businesses, advertisers or unrelated third parties for their own promotional purposes.

We may disclose information where authorised by the member, reasonably necessary for an explained club purpose, or permitted or required by law.

5. Membership and event management systems

Squash Bucklers uses electronic systems to administer memberships, event registrations, waiting lists and club communications.

Our membership information is currently administered using Wild Apricot, a third-party membership management platform.

Wild Apricot uses cloud-hosted infrastructure and provides security measures including encrypted website connections, access controls, backups and system monitoring.

Information stored or processed through third-party services may be held outside New Zealand. We take reasonable steps to ensure that providers handling information on our behalf maintain appropriate privacy and security protections.

Squash Bucklers may change membership management systems or move to infrastructure administered directly by the club.

When this occurs, personal information will be transferred securely, with access restricted to authorised administrators and only the information reasonably required for continued club administration retained.

We remain responsible for the appropriate handling of members' personal information regardless of which system is used.

6. Photographs, videos and publicity

Photographs or videos may be taken at club events, matches and activities.

Permission to use identifiable photographs or videos for public promotional purposes is optional and will not be assumed from club membership or event participation.

Members will be offered the opportunity to consent to the club using their image in publicity, including:

- The Squash Bucklers website.
- Official Squash Bucklers social media pages.
- Club promotional materials and event announcements.

Where practical, permission will be recorded through the membership application or member profile.

Members may decline permission without affecting their membership or ability to participate in club activities.

Members may withdraw permission at any time by contacting the Club Captain.

Where permission is withdrawn, the club will stop using the member's image in future promotional material and take reasonable steps to remove existing material under its control when requested. Material already distributed or shared by third parties may not always be recoverable.

The club will respect requests not to be photographed or recorded wherever reasonably practicable.

Permission for publicity does not authorise the disclosure of unrelated personal information.

Members are encouraged to respect one another's privacy and seek permission before publishing identifiable photographs of fellow members on their personal social media accounts.

7. How we protect your information

Squash Bucklers takes reasonable technical and organisational steps to protect personal information against loss, unauthorised access, misuse, modification and disclosure.

These include, where applicable:

- Password-protected membership and administrative systems.
- Restricted access to membership records.
- Additional authentication measures where supported.
- Encrypted connections for accessing membership systems.
- Appropriate system backups and recovery procedures.
- Limiting access to information according to administrative responsibilities.

Our membership management service provider maintains additional infrastructure security measures.

As membership systems evolve, we will review security arrangements to ensure they remain appropriate.

Anyone handling personal information on behalf of the club is expected to respect its confidentiality.

If a privacy breach occurs, we will assess it and notify affected individuals and the Office of the Privacy Commissioner where required by law.

8. How long we keep information

We retain personal information only for as long as reasonably necessary for club administration, legitimate record-keeping and compliance with legal obligations.

When a membership ends, information no longer required will be securely deleted or anonymised within a reasonable period.

Some records, such as financial transactions, complaints or safety incidents, may need to be retained for longer where there is a legitimate or legal reason.

9. Your rights

Under the Privacy Act 2020, you have the right to:

- Request access to personal information we hold about you.
- Request corrections to information that is inaccurate or incomplete.
- Ask how your information is being used or disclosed.
- Raise concerns about the handling of your personal information.

We will respond to requests in accordance with the Privacy Act, generally within 20 working days.

You may also ask us to delete information that is no longer required, although some information may need to be retained for legitimate or legal purposes.

10. Providing personal information

Providing the information required for membership administration is voluntary, but we may be unable to process an application, maintain a membership or register someone for an event without the necessary details.

We will explain when additional information is required and why.

11. Changes to this statement

We may update this statement to reflect changes in club activities, membership systems or legal requirements.

The current version will be available on our website at **https://squashbucklers.org/**.

We will notify members of significant changes affecting how their personal information is handled.

12. Privacy enquiries and complaints

If you have questions, wish to access or correct your information, or have concerns about privacy, please contact:

Squash Bucklers — Club Captain

Email: info.squashbucklers@gmail.com

If you are dissatisfied with our response, you may contact the New Zealand Office of the Privacy Commissioner:

https://www.privacy.org.nz/

Squash Bucklers — Inclusive. Respectful. On the court and off.

Your privacy deserves the same respect.