

# Privacy and Return Policy

## Basketball New Zealand Privacy and Return Policy

### Introduction

Basketball New Zealand ("**BBNZ**") respects the privacy of its members and website users and are committed to protecting your privacy. We will hold your information safely and will not disclose it to others unless:

- It is necessary to provide you [or your team] with the services you have requested or that we provide;
- To third parties who help us provide our service to you;
- To keep you safe or to notify your parents/guardians when we believe it is necessary;
- You have asked us to; or
- We are required to by law.

### Collection and Use of Your Information

We collect information about you (including, without limitation, your name, contact details, age, photograph or other details shown in media, gender, medical/emergency information and payment details) from the information you provide us when you are talking to us, making purchases from us, filling out forms or registering on-line. We also collect information about you from game results or training sessions, or the comments you provide to us. We use this information to register you and/or your team for games, tournaments and training camps, to contact you about up-coming events involving basketball, basketball products, or offers from our sponsors that we think you might be interested in, to process payments and to provide our services to you.

We **do not** sell or rent your personal information to third parties.

We receive and collect the name of the domain and host from which you access the Internet; the Internet protocol (IP) address of the computer you are using; the browser software you use and your operating system; the date and time you access our site; and any search engine or inbound hyperlink used to reach this website. This information is used only for statistical purposes and in regards to how we may enhance the customer experience.

## Photos & Video

Where you upload a profile picture you understand that that will be held by us on our system, and may be viewed by BBNZ members and administrators

If you attend a training session, camp or tournament you may be photographed and/or videoed. Photographs and video may be used as training tools, for constructive advice, to emphasis skills, Basketball New Zealand marketing and publications, and for game planning. This means photographs and videos of you may be shared with Basketball New Zealand members, and training and administration staff, and the public through Basketball New Zealand's communication channels or the media. We also collect and publish photographs and videos from camps and tournaments on our website as part of our news and gallery feature. We do not publish photos or videos of people aged 13 or younger unless this is actively discussed with teams, players, players' parents/guardians prior to uploading each time. These photos and videos may be viewed by anyone visiting our website. If you see a photo or video you do not wish to be included please [contact us](#).

## Cookies

Our website uses "*cookies*", which are small data files that are stored on your computer when you visit a website. Cookies enable you to shop on our website and may be used in a variety of ways to enhance or personalise your online browsing and shopping experience. Cookies may be used to personalise your visits to this website, eliminate the need for you to repeatedly enter the same information, enable us to improve the content, reliability and functionality of this website, evaluate the effectiveness of the advertising on this website and track website usage patterns. Accepting a cookie will not give us access to any data on your computer other than the data stored in the cookie. Although you may configure your web browser to not accept cookies, you may experience a loss of functionality as a result.

## How we use Your Information

We may use your collected information in the following ways:

- To process and fulfil your registration and or applications, any order you place with us, including sending emails to confirm these services to you, as well as sending BBNZ sports communications;
- To verify your identity and to assist you if you have forgotten your username or password;
- To communicate with you and to send you information by email, post or other means about our products, services and promotions, where you agree to receive such information;

- To help us learn more about your preferences and personalise our website or our services in accordance with your preferences;
- To analyse trends and statistics;
- To improve or update this website and our products / services;
- To protect the security or integrity of our website and our business;
- To respond to your enquiries and communicate with you if necessary.

You always have the choice not to receive marketing and promotional information. Please contact us if you wish to opt out of receiving these types of communications. Please email us at [bbnz@basketball.org.nz](mailto:bbnz@basketball.org.nz).

### Website and Credit Card Security

We take website and credit card security seriously, and always endeavour to provide a secure safe platform on which to conduct online transactions. BBNZ's on-line registration and payment system is provided by SportingPulse (ANZ) Pty Limited ("**SportingPulse**"). Any on-line payment will be subject SportingPulse's terms of use. These can be found at <http://corp.sportingpulse.com/index.php?id=200>

### Refund Policy Schedule

Team withdrawals prior to the tournament

Tasks	Refund Percentage of Tournament Entry Fee
Prior to payment due date	100%
Between payment due date and draw completion date	50%
After draw completion date	0%
In case of event cancellation	100%

\*: If a deposit is required for team entries, the deposit falls outside the above guidelines. The deposit will be 100% non -refundable.

Individual withdrawals prior to Camp / Tour

Tasks	Refund Percentage of Camp / Tour Registration Fee
Prior to payment due date	100%
After payment due date *	0%
In case of event cancellation	100%

\*: In the event of an injury, please provide a medical certificate to obtain a 75% refund of the registration fee.

### **Return Policy**

Where you purchase goods from us, and they are found to be faulty please return them to us as soon as possible and at least within two weeks of receipt. Where we establish that the goods were faulty when they left our premises we will replace the goods for you. We will not accept the return of goods for any other reason. Where we do, we will issue you with a credit note.

### **Changes to our Privacy Policy**

We reserve the right to change this privacy policy from time to time by publishing the revised privacy policy on our website. We encourage you to check this policy regularly for any modifications or updates. Your continued use of our Services after any changes have been posted on our Website indicates your acceptance of those changes.

If you have any questions regarding our privacy policy or any other matter, please contact us.

Our contact details are:

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Marion Square  
**Wellington 6141**

**Email:** [bbnz@basketball.org.nz](mailto:bbnz@basketball.org.nz)

**Phone:** (04) 498 5950

**Fax:** (04) 472 3623