

Manchester United Supporters Club of New South Wales Australia Inc.

Established 1994

ABN 84 780 994 059

PO Box 4743, Sylvania Waters, NSW 2224



Privacy Policy

1. Introduction

Manchester United Supporters Club of NSW Inc. ("MUSC of NSW", "we", "our" or "us") is committed to protecting your privacy and ensuring your personal information is handled in accordance with the **Australian Privacy Principles (APPs)** set out in the **Privacy Act 1988 (Cth)**. This Privacy Policy explains how we collect, use, store, and disclose personal information when you interact with us through club activities (including membership and events) and online (including via our website and online store).

By becoming a member, registering for an event, using our website, placing an order, or contacting us, you acknowledge that you have read and understood this Privacy Policy.

2. What information we collect

We may collect the following types of personal information for membership or online purchases:

- Name
- Date of birth
- Contact details (phone number, email address, billing or postal/delivery address)
- Manchester United membership number and type
- MUSC of NSW membership account information
- Payment details (note: card details are processed by our payment providers and not stored by us)
- Event participation history
- Communication preferences and history
- IP address, device data, browser type, and website usage data
- Any other information you voluntarily provide to us (e.g. when you contact us)

3. How we collect information

We collect personal information through:

- Membership applications (hard copy forms and via website)
- Placing an order through our website
- Event registrations and in-person sign-ups at events
- Online forms or surveys
- Emails and other correspondence with us

4. Why we collect your information

We collect your information to:

- Create and manage MUSC of NSW memberships
- Organise and promote events and activities
- Communicate club news, updates, and opportunities
- Process payments and issue receipts
- Process and fulfil orders (including delivery)



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www.manutdnsw.com

- Provide customer support and respond to enquiries, including managing returns or refunds
- Improve our website, products and services
- Comply with our legal and regulatory obligations

5. How we store and protect information

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access. This includes:

- Securing physical records
- Using password-protected and two factor authenticated digital systems
- Restricting access to authorised committee members and service providers only (as required to perform their role)

6. Sharing your information

We do not sell or rent your personal information. We may share it only when necessary to operate our website/shop and deliver club activities, such as with:

- Third-party service providers who assist in running the club (e.g. payment processors, email platforms, e-commerce platform providers, website hosting/IT providers)
- Shipping and logistics providers (where we deliver goods)
- Government or legal authorities if required by law

All third parties are expected to handle personal information in accordance with Australian privacy laws and applicable contractual obligations.

7. Overseas data storage

Some service providers may store data outside Australia. Where this occurs, we take reasonable steps to ensure your information is protected in a manner consistent with Australian privacy laws.

8. Access and correction

You can request access to the personal information we hold about you or ask us to correct it if it's inaccurate or out of date. To do so, contact us at: admin@manutdns.com

8. Opting out and your choices

You can opt out of marketing emails or certain communications at any time by contacting us or using the unsubscribe link in our emails.

9. Privacy concerns or complaints

If you have a question or complaint about how we have handled your information, please contact us at admin@manutdns.com. We will respond promptly and work to resolve any issues.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Updates to this policy

This privacy policy may be updated from time to time. The latest version will always be available on our website or upon request.

Last updated: 29 March 2026
