

Terms and Conditions for RWC 2011 Volunteer Applications

Rugby New Zealand 2011 (**RNZ 2011**) is responsible for planning, organising and delivering Rugby World Cup 2011 (**RWC 2011**) which will take place in New Zealand during September and October 2011. In order to assist us with the organisation and delivery of RWC 2011 we need the help of a committed and passionate group of volunteers who want to enhance the reputation of New Zealanders as great hosts. With the help of the New Zealand Government and Sport and Recreation New Zealand (**SPARC**), RNZ 2011 is delivering the RWC 2011 Volunteer Programme.

RWC 2011 volunteer roles will be advertised from time to time on www.rugbyworldcup.com/volunteer.

RNZ 2011 hopes that volunteering for RWC 2011 will be one of the most memorable experiences of your life. However, there are some things you need to know and expect about being a RWC 2011 volunteer and the RWC 2011 volunteer application process. These are set out in the following terms and conditions.

In submitting your application to be considered for a RWC 2011 volunteer role(s), you acknowledge and accept the following:

1. **Position Overview:** The Position Overview provides an outline of the role(s) you are applying for, including the key functions of the role, the skills and experience required for the role and the personal attributes we are looking for. You confirm that you have the requisite skills and experience and can perform the role outlined in the Position Overview.
2. **Who we are looking for:** We are looking for volunteers who have excellent people skills and are focused on providing customer service to a high standard. We will expect our volunteers to be prepared to go the extra mile in order to deliver the best experience possible for all RWC 2011 participants and fans. As such, you will need to be friendly and helpful, committed, enthusiastic and passionate, and prepared to work hard. That said, we also want you to have fun while you are working so a good sense of humour will be important. You will need to be cooperative and work well with the rest of the RWC 2011 team. We also need you to be at least 17 years old (unless indicated otherwise in the Position Overview) as we need to conduct police checks for security purposes and police checks are only available for people aged 17 and over. You confirm that you meet all of these criteria.
3. **Consideration of applications:** We will consider your RWC 2011 volunteer application based on the information you have provided on your application. You confirm that the information you are submitting to us is true, accurate and current. We are not obliged to consider, accept or approve your application. We will send you a confirmation email confirming receipt of your application. If you are unsuccessful in your application, we will send you an email advising you of this. We will not be responsible for any loss, costs or expenses incurred by you in relation to your application or the selection process.
4. **Police checks:** We will conduct a police check on you (if you have consented to this in your application) if we believe (in our sole discretion) that such a check is reasonably necessary for us to make a decision about your suitability for any role. Most volunteer roles will require a police check. This will involve us requesting information about you from the New Zealand Police or the Ministry of Justice. We are unlikely to consider your application if you do not consent to a police check.
5. **Selection process:** We are looking for the person who we believe is best suited for the role. We will contact you if you are short-listed for an interview. If you do not attend the interview, we will remove your application from consideration. We may require you to attend RWC 2011 orientation as part of the interview process. We may require you to provide identification, a CV and references as part of the interview process.

You consent to us making such reasonable enquiries as we consider appropriate to verify the truth, accuracy and currency of the information you provide to us. If you are successful in your application, you will need to agree to RWC 2011 Volunteer terms and conditions before you are appointed to the role. You acknowledge that we may appoint people to roles in our sole discretion and without any liability (including for negligence) to you or any other person.

6. **Training:** Our RWC 2011 volunteers will need to attend RWC 2011 orientation and training (which may be role specific and/or venue/city specific). Training (including RWC 2011 orientation) will be mandatory for all RWC 2011 volunteers. You confirm that you will attend training if you are successful in your application.
7. **Remuneration:** RWC 2011 volunteers will not be financially rewarded for their time and effort nor will you receive tickets to RWC 2011 matches. RWC 2011 volunteers will be responsible for their own travel and accommodation, meals, refreshments and any incidental expenses unless stated otherwise in the Position Overview or otherwise agreed with RNZ 2011. You acknowledge that you do not expect to be paid as a volunteer for RWC 2011.
8. **Standards:** We want to deliver the best Rugby World Cup ever. Therefore, we need our volunteers to perform their roles to the best of their ability and with due care and skill at all times. We all know that first impressions last, so it is critical that our volunteers act in a manner that promotes RWC 2011 and RNZ 2011 as the tournament organisers, and does not bring RWC 2011 or us into disrepute. Our volunteers will need to adhere to a RWC 2011 code of conduct and RNZ 2011's policies and procedures. RWC 2011 volunteers will be provided with a uniform appropriate to their role to wear while performing the role and to keep after RWC 2011.
9. **Benefits:** We would hope that the biggest benefit you get out of volunteering for RWC 2011 will be a memorable, meaningful and satisfying experience. Other benefits include being part of the biggest sporting event hosted in New Zealand, developing new skills, meeting new people and being acknowledged for your contribution to the delivery of RWC 2011. The majority of RWC 2011 volunteer roles are based outside venues.
10. **Legacy:** The New Zealand Government and SPARC, as key stakeholders in the RWC 2011 Volunteers Programme, are seeking to capture a range of lasting benefits from the programme for volunteering in New Zealand. This may include the use of your voice, image and likeness and positive stories about you and your volunteering experience before, during or after RWC 2011 for promotional use in relation to volunteering. You confirm that if you are successful in your application, you are happy for your voice, image and likeness and positive stories about you and your volunteering experience to be used for these purposes and that the New Zealand Government and SPARC will own the material collected, created or developed.
11. **Privacy:** The RWC 2011 volunteer application process requires you to provide RNZ 2011 with certain personal information. The RWC 2011 Volunteer Programme Privacy Statement is set out below. You confirm that you have read and agree to the use of your personal information as set out in the Privacy Statement.
12. **Use of Volunteer Registration portal:** You confirm that you will keep any username and password issued to you confidential. Your registration with the RWC 2011 Volunteer Programme may be cancelled at our discretion if you misuse the portal. Your use of the portal is on an "as is" and "as available" basis and subject to the Disclaimer published on each webpage. We do not provide any representation or warranty (whether express or implied and to the maximum extent permitted by law) as to quality, suitability, fitness for purpose, non-infringement, compatibility, accessibility, availability, timeliness, security or accuracy in relation to the Volunteer Registration portal (or the available content) or that the portal is free from defects, errors, viruses, bugs or spyware. To the maximum extent permitted by law, any and all liability and responsibility to you (or any other person) arising out of or in connection with the portal or your use of, or inability to use, the portal, is excluded.

13. **Amendment of terms and conditions:** We may amend these terms and conditions from time to time at our sole discretion and without notice. Amendments will be effective immediately upon the posting of the amended terms and conditions on the portal.
14. **Governing law:** These terms and conditions will be governed by and interpreted in accordance with the laws of New Zealand. You submit to the exclusive jurisdiction of the Courts of New Zealand.

Rugby World Cup 2011 (RWC 2011) Volunteer Programme Privacy Statement

Rugby New Zealand 2011 Limited (RNZ 2011) has created this privacy statement in order to demonstrate our commitment to privacy. Please read the following information carefully.

Provision of personal information

The RWC 2011 volunteer application process requires you to provide RNZ 2011 with certain personal information. The personal information we have requested is necessary to enable RNZ 2011 to process your RWC 2011 volunteer application and to correspond with you regarding your application and RWC 2011 Volunteer Programme related matters. Some of the information is necessary to provide you with the newsletter you wish to subscribe to. You can choose whether or not to give RNZ 2011 your personal information. If you do not give us the personal information requested, then we may not be able to process your RWC 2011 volunteer application or provide you with the information you have requested.

The personal information you provide may be used for the following purposes:

- to process your RWC 2011 volunteer application and correspond with you regarding your RWC 2011 volunteer application;
- to determine your suitability for a volunteer position for RWC 2011;
- for a police check, if you have consented to this (please see the Terms and Conditions above);
- for making such reasonable enquiries as we consider appropriate to verify the truth, accuracy and currency of the information you provide to us in your RWC 2011 volunteer application;
- to correspond with you regarding RWC 2011 Volunteer Programme related matters;
- to provide you with information about other volunteering opportunities, programmes or training in New Zealand that may be of interest to you;
- for research, monitoring and evaluation purposes in relation to volunteering in New Zealand;
- to provide you with the types of information that you have requested;
- to provide you with other information about RWC 2011 and/or rugby in New Zealand that we consider may be of interest to you; and
- for planning purposes relating to future Rugby World Cup tournaments and/or major events to be staged in New Zealand.

RNZ 2011 may disclose your personal information to:

- any RNZ 2011 employee, agent or contractor that requires your information in order to process your RWC 2011 volunteer application and correspond with you regarding your application and the RWC 2011 Volunteer Programme;
- the New Zealand Police and/or the Ministry of Justice if you have consented to a police check;
- the New Zealand Government (including the Ministry of Economic Development) and Sport and Recreation New Zealand (SPARC) to provide you with information about other volunteering opportunities, programmes or training in New Zealand that may be of interest to you and for research, monitoring and evaluation purposes in relation to volunteering in New Zealand;
- any RNZ 2011 employee, agent or contractor that reasonably requires your information in order to provide you with the types of information you have requested, including any entity that RNZ 2011 engages to host and/or distribute that information;

- any entity that reasonably requires your information for planning purposes relating to future Rugby World Cup tournaments, including the International Rugby Board (IRB) and Rugby World Cup Limited (RWCL);
- any entity that reasonably requires your information for planning purposes relating to major events to be staged in New Zealand;
- any entity that reasonably requires your information to promote RWC 2011 and/or rugby in New Zealand, including the New Zealand Rugby Union (NZRU); and
- any organisation to which RNZ 2011 is required to disclose your personal information for legal compliance purposes.

Storage and security of your personal information

RNZ 2011 will ensure that the personal information you provide to us is protected against loss or misuse by such security safeguards as it is reasonable in the circumstances to take.

Access and correction of your personal information

You are entitled to access and change the personal information you have provided to us at any time, by logging into the Volunteer Registration portal using your username and password.

Please ensure that you update RNZ 2011 of any changes to your personal information. If you do not update us, we may not be able to correspond with you.

Unsubscribing

You may unsubscribe to the TWENTY11 newsletter (if you have subscribed to it) by:

- updating the relevant section of your personal details in the Volunteer Registration portal; or
- clicking on the relevant link provided in each TWENTY11 newsletter sent to you.

Changes to this Privacy Statement

We may amend this Privacy Statement from time to time at our sole discretion and without notice. Amendments will be effective immediately upon the posting of the amended terms and conditions on the website.

Contact Details

If you have any queries regarding this Privacy Statement, please write to us at:

Privacy Officer
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