



# Terrey Hills Swim School

## **TERREY HILLS SWIM SCHOOL PRIVACY POLICY**

THE TERREY HILLS SWIM SCHOOL respects your privacy and is committed to the protection of it. This privacy policy explains why and when we collect your personal information, and what use we make of that information. The policy also explains where and why your information may be disclosed to third parties, and the security measures used by THE TERREY HILLS SWIM SCHOOL to help protect your personal information.

### **Why and when THE TERREY HILLS SWIM SCHOOL collects your information**

#### *Personal information you give us.*

THE TERREY HILLS SWIM SCHOOL collects the information you give us online. In most cases, the personal information THE TERREY HILLS SWIM SCHOOL will collect from you is the personal information we are required to obtain and pass on to the relevant financial authority supporting your Swim School account when you register yourself or other members of your family as students. This information includes your full name, mailing address, phone number, email address and credit card or bank account details.

#### *Website information (including cookies)*

THE TERREY HILLS SWIM SCHOOL makes limited use of cookies on this website. A cookie is a small message given to your web browser by our web server. The browser stores the message, and sends the message back to the server each time you request a page from the server.

THE TERREY HILLS SWIM SCHOOL only uses cookies to tell us when you have set up an account with us previously (i.e. when you are a "registered user" of our website), and sometimes to let us know how you found our website. Where the cookies tell us that you are a registered user, cookies also allow us to automatically link you to your personalized accounts so that you can easily access any products or services only made available to our registered users, without your having to provide us with your username and password on every web page. The cookies allow us only to identify you in our database if you are a registered user, and to connect you to the relevant products and services on our website, but not to track the pages you visited on our website.

You always have the option to disable cookies by turning them off in your browser. However, you should be aware that many of the services available on the TERREY HILLS SWIM SCHOOL website may not work if you have chosen to do this.

### **How THE TERREY HILLS SWIM SCHOOL uses your information**

#### *Use of your information for various purposes*

THE TERREY HILLS SWIM SCHOOL may from time to time use your information to determine trends, usage, and other information for the purposes of improving its product offerings. No information used shall include details that specifically identify you by name, telephone details or house number or street address, nor the same elements of anyone else noted on your MEMBERSHIP.

## **Other uses**

THE TERREY HILLS SWIM SCHOOL may use your information to measure your experience of our services and products and to inform you of new product developments and associated services that we believe will interest you. If you do not wish to receive email notices or other communications from THE TERREY HILLS SWIM SCHOOL regarding additional products and services, simply use the newsletter unsubscribe function available to notify us that you wish to opt out of this service or if that is unavailable, email us at <http://thswim.com.au/index.php/contact-us/>

We may use your information in statistical form to analyse your purchasing preferences. This information is not used to track your individual preferences but rather to give us a general picture of the products and services our customers prefer. We might also gather information in statistical form such as the number of visitors who visit the TERREY HILLS SWIM SCHOOL website on a daily basis. Again this is not used to track any individual customer's browsing habits.

We may use your email communications with THE TERREY HILLS SWIM SCHOOL to analyse customer service issues as a way of identifying potential improvements for THE TERREY HILLS SWIM SCHOOL products and services. In addition, we may occasionally monitor telephone conversations with you in order to facilitate staff training and to maintain our high levels of customer service. We will always inform you prior to any telephone conversation which is monitored in this way to obtain your prior approval.

We may use your IP address to contact your Internet Service Provider to let you know of any problems with payments you have made to us where we believe this is reasonably necessary to protect against fraud and credit card misuse.

## **Disclosure of your information to third parties**

Any information which you supply to THE TERREY HILLS SWIM SCHOOL will be shared within the internal company group to facilitate our provision of products and services to you.

### *Third party service providers*

We may supply your personal information to third parties to perform services on our behalf, such as the following:

- the distribution of marketing information to you (except where you have chosen to opt out of receiving this information from us);
- the supply of data centre storage and maintenance services for our IT systems and infrastructure (by Australian or overseas providers);
- the supply of credit related services such as credit worthiness, credit provision and credit rating, or bank related services; or
- the supply of billing and payment services.
- Our relationships with such third party service providers are governed by our contracts with them. Those service providers are required to hold your personal information strictly confidential.

### *Accuracy*

THE TERREY HILLS SWIM SCHOOL bases all its decisions on the information when you register yourself or other members of your family as students. If you believe that THE TERREY HILLS

SWIM SCHOOL may hold other personal information about you which is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

### *Security*

The transfer of information across any media may involve a certain degree of risk, and the Internet is no different. However, helping you to keep your information secure is very important to THE TERREY HILLS SWIM SCHOOL.

In order to protect the security of personal information transmitted to THE TERREY HILLS SWIM SCHOOL online, our Web servers support the use of the Secure Socket Layer (SSL) Protocol where appropriate. Using this protocol, information transferred between our systems is encrypted.

In addition, in respect of any payment details you provide to us, we reveal only the first four and last four digits of your credit card number or the first two and last two digits of your bank account details are stored for billing purposes. This is to help keep your credit card and bank account details secure.

You can also use simple precautions to help protect your security, such as protecting against the unauthorized use of your username or password or other authentication I.D.

### *Changes*

THE TERREY HILLS SWIM SCHOOL may make changes to its privacy policy from time to time. It is your obligation to check our privacy policy from time to time to see if we have made any changes to it.

### **Further information or queries**

If you have any queries or comments, or would like more information concerning THE TERREY HILLS SWIM SCHOOL's privacy policy, please contact us at <http://thswim.com.au/index.php/contact-us/>.

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