



Terrey Hills Swim School

TERREY HILLS SWIM SCHOOL PRIVACY POLICY

AQUA SPORTS PTY LIMITED ACN 078 971 945 trading as 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, how your information is stored, and the security measures used by THE TERREY HILLS SWIM SCHOOL to help protect your personal information. The specific legal obligations of the TERREY HILLS SWIM SCHOOL when collecting and dealing with your personal information are set out in the *Privacy Act 1988* (Cth), and in particular, the Australian Privacy Principles found in that Act. By using this website, you agree to the privacy policy as set out on this page.

Why and when TERREY HILLS SWIM SCHOOL collects your information

Personal information you give us.

TERREY HILLS SWIM SCHOOL collects the information you give us online or in person. In most cases, the personal information 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.

Sensitive information

You may choose to provide us with sensitive information about you, such as information about your health or disability, racial or ethnic origin, political opinions, association memberships, religious beliefs or sexual orientation, but we will not collect this from you or use this information without your express consent and only where it is necessary for us to collect such information for an activity or function.

Website information (including cookies)

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 and includes the date and time of your visits, which pages are viewed, how you navigate or interact with the website, and so forth. Cookies do not store any information that identify you and we do not link this information back to your identity or other information that you have provided us with.

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 TERREY HILLS SWIM SCHOOL uses your information

Personal information that you provide to us is used for the purpose for which it is collected, or for such other secondary purposes that are related to the primary purpose, unless otherwise described in this privacy policy or at the time of collection, for example, to provide you with further services or products or to answer or forward any requests or enquires.

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.

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 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 bookings@thswim.com.au.

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 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 TERREY HILLS SWIM SCHOOL to analyse customer service issues as a way of identifying potential improvements for 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 collect and use your IP address or mobile network information 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 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.

Required disclosure

Personal information may be disclosed in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring or interfering (intentionally or unintentionally) with our rights or property or those of our customers, staff or anyone else who could be harmed by such activities. Also, we may disclose personal information to law enforcement, government officials or other third parties when we believe in good faith that required by the law, such as pursuant to a subpoena, court order or other legal process or requirement required disclosure.

Accuracy

You have a right to access, modify, correct or delete your personal information controlled by us, including changing or removing your content or closing your account. You may access this information at any time by logging in and going to your account. You can also contact us for any account information however, we may charge you a reasonable fee where access is provided. We may refuse to provide access if the privacy legislation allows us to do so, in which case we will provide reasons for our decision as required by law.

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 or removed.

Security and Storage

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 TERREY HILLS SWIM SCHOOL.

In order to protect the security of personal information transmitted to 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. We will use reasonable measures to reduce the risk of loss or interference with your personal

information. However, to the extent permitted by law, we will not be held responsible for events arising from unauthorized access to your personal information.

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.

We keep your personal information for as long as your registration is active, or as needed. If you de-register from the web site, we will generally delete closed account information and de-personalize any logs or other backup information in relation to that account shortly following deregistration. However, we may keep certain information even after you de-register your account if it is necessary to comply with our legal obligations, meet regulatory requirements, resolve disputes, prevent fraud or abuse, or enforce this privacy policy.

Changes

TERREY HILLS SWIM SCHOOL may make changes to its privacy policy from time to time with or without notifying you, but the most recent version of the privacy policy will always be available on the web site. 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, comments, complaints or would like more information concerning TERREY HILLS SWIM SCHOOL's privacy policy, please contact us at bookings@thswim.com. If we are unable to resolve the issue, you are also entitled to contact the Office of the Australian Information Commissioner at <http://www.privacy.gov.au>

Jurisdiction

This Internet Privacy Policy, your use of the web site and any dispute arising out of this policy or your use is governed by the laws of New South Wales, Australia and you submit to the exclusive jurisdiction of the courts of New South Wales, Australia and courts authorised to hear appeals from such courts.

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