

## **Indoor Skydive Australia Privacy Policy**

### **1. Scope of this privacy policy**

This privacy policy applies to personal information collected by Indoor Skydive Australia Group Limited ACN 154 103 607 (“ISAG” “we,” “us,” “our”).

ISAG is committed to protecting your privacy. We will only use the information that we collect about you in accordance with the *Privacy Act 1988* (“Act”) and other applicable legislation.

Our privacy policy explains the types of personal information we collect, how we use and/or share this information, and how such information is maintained.

### **2. Collection of personal information**

We collect the personal information that you provide to us when you:

- (a) register your information with us, whether through our website, by telephone or through any other means;
- (b) make a booking or otherwise use our services;
- (c) contact us; and
- (d) have other dealings with us, such as participating in a survey or a promotion.

The personal information requested from you may include (without limitation), your first and last name, address, e-mail address, telephone number and details of a payment mechanism, such as credit card details.

We do not collect sensitive information without your consent, unless it is necessary for such information to be collected for an activity or function.

### **3. How we use and share personal information**

Our primary use of your personal information is to provide you with the information or services that you request from us.

We may also use and disclose your personal information:

- (a) to assist in the development of information technology, systems maintenance and development;
- (b) to analyse information for product and services development, marketing and research purposes and to improve and extend our range of services;
- (c) to investigate and resolve complaints concerning the provision of services by us or our suppliers;
- (d) for the purpose of marketing directly to you in accordance with the National Privacy Principles and the *Spam Act 2003* (Cth);
- (e) subject to the provisions of all relevant laws, for the purpose of corporate fundraising;
- (f) to third party suppliers and subcontractors involved in carrying out any necessary function or activity on our behalf, including customer service and fraud prevention, whether within Australia or overseas;
- (g) in a manner authorised or required by law;
- (h) for any other purpose to which you consent;

- (i) to respond to governmental enquiries (or enquiries from a legal, governmental or quasi-governmental or local authority agency or Internet protection agency of any type);
- (j) for compliance with any valid legal process or procedure or with any legislative and regulatory provisions; and
- (k) to protect our rights or property, or the rights or property of any third party.

You acknowledge and agree that when using personal information as set out above, your personal information may be transferred to, stored, and/or processed in a country outside Australia. By using our services and providing personal information to us, you consent to your information being transferred as described in this privacy policy

ISAG does not sell or rent your personal information to any organisation or person.

#### **4. Cookies**

We may use "cookies", which are small data text files to store data in your computer using the functionality of your browser. Our website may use cookies for the following general purposes:

- (a) to help us recognise your browser as a previous visitor and save and remember any preferences that may have been set while your browser was visiting our website;
- (b) to help us customize the content and advertisements provided to you on our website; and
- (c) to help measure and research the effectiveness of the features of our website and offerings, advertisements, and email communications (by determining which emails you open and act upon).

If you wish, you can modify your browser to prevent cookie use - but if you do this the website may not work properly and you may not be able to access all of the services available through the website.

Also, when serving advertisements to our website (if any), third-party advertisers or ad servers may place or recognise a unique cookie on your browser. The use of cookies by such third party advertisers or ad servers is not subject to this privacy policy, but is subject to their own respective privacy policies.

#### **5. Emails**

Please note that we may email you for the following purposes:

- (a) as part of our service. For example, we send (or may send) emails to you in some of the following example circumstances:
  - (i) after registration, notifying you of your account details;
  - (ii) as reminder emails about the services we offer (particularly if you have not used them yet or not used them for a while);
  - (iii) to send order confirmations or other information that you request;
- (b) as a newsletter;
- (c) as promotional emails or, subject to all relevant laws, for the purpose of corporate fundraising; and
- (d) to offer related services to you from ISAG.

In relation to any marketing or promotional emails we may send, we will always be given the chance to opt-out (or unsubscribe) from receiving such electronic communications in the future.

## **6. Security and retention**

The personal information which we hold will be held securely within our database. As part of the routine provision of our services, your personal data may be transmitted over the Internet once it has been stored in the database.

While we take reasonable precautions to safeguard all information, we may be unable to prevent unauthorised access to such information transmitted via the Internet by third parties or inadvertent disclosure of such information during transit. You acknowledge this risk when communicating over the Internet.

## **7. Accessing and updating your information**

You can access and update the personal information we hold about you by updating your Account Details or by making a written request to us at [admin@indoorskydiveaustralia.com.au](mailto:admin@indoorskydiveaustralia.com.au). Your request to provide access to this personal information will be dealt with in a reasonable time.

If you make a request in writing for access to your personal information, we will provide you with access to the personal information we hold about you, unless there is an exception which applies under the National Privacy Principles. If we refuse to provide you with access to the personal information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the National Privacy Principles. We may also recover from you our reasonable costs of supplying you with access to this personal information.

## **8. Transfer in certain circumstances**

You acknowledge and agree that if there is a sale, merger, consolidation, change in control, transfer of substantial assets, reorganisation or liquidation of ISAG, we may transfer or assign information collected about you (including, without limitation, personal information and other information), to one or more relevant third parties.

## **9. Changes to this privacy policy**

This privacy policy sets out our current privacy standards. We may, from time to time, amend this privacy policy, in whole or part. By continuing to use our services or provide us with information following any changes to the privacy policy, you will be deemed to have consented to the collection, use and disclosure of your personal information in accordance with the amended privacy policy.