



Privacy Policy

The Town Padel Pty Ltd (ABN 65 683 062 544), referred to in this policy as Town Padel, recognises and respects the importance of protecting the privacy and personal information of its members, participants, and website users. This Privacy Policy outlines how we collect, hold, use, and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Collection of Personal Information

We may collect the following types of personal information necessary to provide our services and operate our padel club:

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- Full name
- Date of birth (for age-based programs or legal purposes)
- Contact details (email address, phone number)
- Emergency contact details
- Payment or billing details (where applicable)
- Booking and attendance history
- Information collected through our website or third-party booking and email Platforms
- Any other information reasonably necessary for the administration of our services
- We collect this information directly from you via our website, mobile platforms, registration forms, email correspondence, and in-person interactions.

2. Use of Personal Information

We collect and use your personal information for purposes including but not limited to:

- Managing court bookings, coaching sessions, and social events.
- Administering memberships and school or corporate programs.
- Processing payments and issuing invoices.
- Communicating important club updates, event details, newsletters, and promotional offers (where consent has been provided).
- Responding to enquiries and feedback.
- Managing risk and safety at club facilities.
- Complying with legal obligations.
- Improving our services and operations.

You may opt out of receiving promotional communications at any time by following the unsubscribe link or contacting us directly.

3. Disclosure of Personal Information

We do not sell or rent your personal information. Your information may, however, be disclosed to third parties in the following limited circumstances:

- Service providers or partners who assist us in delivering our services (e.g. booking software, email marketing platforms, payment processors).
- Legal or regulatory bodies when required or authorised by law.



- Emergency services where required to ensure safety or respond to a critical incident.

All third-party service providers are engaged under binding contractual terms and privacy obligations.

4. Data Storage and Security

Town Padel implements appropriate physical, technical, and administrative safeguards to protect personal information against loss, misuse, interference, unauthorised access, modification, or disclosure. These measures include:

- Use of secure servers and firewalls.
- Password-protected databases with restricted access.
- Staff training and confidentiality agreements.
- Personal data may be stored or processed on secure systems located in Australia or, where applicable, in jurisdictions with adequate data protection standards.

5. Cookies and Website Tracking

Our website may use cookies and third-party analytics tools (such as Google Analytics) to improve user experience and monitor traffic.

- You may choose to disable cookies through your browser settings, though this may affect the functionality of certain services.
- Our website may use cookies and third-party analytics tools (such as Google Analytics).

6. Overseas Disclosure

Your personal information may be stored or processed by service providers located overseas. Where this occurs, we ensure those providers have adequate privacy protections in place.

7. Children's Privacy and Parental Consent

While our website and services are not primarily directed at children, we occasionally offer youth programs.

- We do not knowingly collect personal information from individuals under 18 years of age without the consent of a parent or guardian.
- We encourage parents to monitor and guide their children's internet use and participation.

8. Your Rights and Access to Information

You have the right to:

- Access the personal information we hold about you.
- Request corrections to inaccurate or outdated information.
- Withdraw consent to certain uses of your personal information.
- Lodge a complaint if you believe we have breached your privacy rights.



- To exercise these rights, contact us at hello@thetownpadel.com. We may require you to verify your identity before acting on your request.

9. Data Retention

We retain personal information only for as long as reasonably necessary to fulfil the purposes for which it was collected and to comply with legal obligations. Information that is no longer required is securely destroyed or de-identified.

10. Complaints and Enquiries

If you believe we have breached this policy or mishandled your personal information, please contact us in person or by email: hello@thetownpadel.com

We will acknowledge your complaint, investigate it, and respond in a timely manner. If you are dissatisfied with our response, you may escalate the complaint to the Office of the Australian Information Commissioner (OAIC).

11. Changes to this Policy

This policy is current as of [28 June 2025].

We may update this Privacy Policy from time to time to reflect changes in law or our practices.

The latest version will always be available on our website at www.townpadel.com