

PRIVACY POLICY

Racquet Club (RC)

Effective Date: 15 June 2026 | Last Reviewed: 15 June 2026

1. Introduction

Racquet Club Pty Ltd ("Racquet Club", "we", "us", or "our") is committed to protecting the privacy of our members, guests, and visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in accordance with the Privacy Act 1988 (Cth) (the Act) and the thirteen Australian Privacy Principles (APPs) contained in Schedule 1 of the Act.

By using our services, registering as a member, booking a court, or interacting with us through any of our platforms, you acknowledge that you have read and understood this Privacy Policy.

Racquet Club Venues: Legal Entities

Venue	Operating Entity	ABN	Registered State
Gold Coast	Gold Coast Racquet Club Pty Ltd	17 677 125 487	QLD
Sydney	Sydney Racquet Club Pty Ltd	98 672 722 664	NSW
Canberra	Canberra Racquet Club Pty Ltd	93 682 880 431	ACT

2. About Us — Our Locations

Racquet Club operates sporting facilities across three locations in Australia. For privacy-related enquiries, you may contact the relevant location directly:

Sydney:

Email: sydney@racquetclub.com.au

Canberra:

Email: canberra@racquetclub.com.au

Gold Coast:

Email: gc@racquetclub.com.au

3. What Personal Information We Collect

We collect personal information that is reasonably necessary for our functions and activities. The categories of personal information we may collect include:

3.1 Identity and Contact Information

- Full name
- Email address
- Mobile/telephone number

- Date of birth (required for age verification and tournament eligibility)

3.2 Financial and Billing Information

- Credit card or debit card details (processed securely via Square)
- Billing address
- Transaction and payment history

3.3 Membership and Booking Information

- Court and facility booking history
- Membership type and status
- Tournament registration details
- Purchase history from our in-club shop

3.4 Visual and Media Content

- Photographs and video footage taken at our facilities (for use on social media, marketing materials, and club communications), subject to your prior consent

3.5 Technical and Usage Data

- IP address and device information when accessing our website
- Communication preferences and marketing consent records
- Records of enquiries submitted via our website, WhatsApp Business, or other channels

We do not collect sensitive information (as defined in the Act, including health information or racial or ethnic origin) unless it is necessary for a specific purpose and you have given your explicit consent.

4. How We Collect Personal Information

We collect personal information through a variety of channels, including:

4.1 Directly from You

- Our official website (www.racquetclub.com.au) when you register, enquire, or book
- Membership registration and onboarding forms (physical or digital)
- Playtomic — our court booking and club management platform, used to process reservations, memberships, and tournament registrations
- Square — our point-of-sale and payment processing platform
- WhatsApp Business — for direct member communications and community management
- Instagram and other social media platforms — through direct messages, contest entries, or photo and video submissions
- In-person at our facilities (e.g., reception sign-in forms, tournament entry forms)

- medical conditions, allergies, dietary requirements, disability, injury information, medication requirements, emergency contacts, and parent/guardian consent information.

4.2 Indirectly or Automatically

- Cookies, analytics tools, and tracking technologies on our website (please refer to our Cookie Policy for further details)
- Third-party platforms that share data with us pursuant to their own privacy policies and your consent to those platforms

5. Why We Collect and Use Your Personal Information

We collect, hold, use, and disclose personal information for the following primary purposes (APP 3):

5.1 Primary Purposes

- Processing and managing court bookings, facility reservations, and scheduling
- Administering memberships, including renewals, upgrades, and cancellations
- Processing tournament registrations and managing competition records
- Processing payments for memberships, bookings, and in-club retail purchases via Square
- Communicating with you about your bookings, account, or membership status
- Sending electronic direct marketing communications (eDMs), newsletters, promotional offers, and event information (where you have provided consent or where permitted by law)
- Managing and moderating our club community, including via WhatsApp Business groups and social media channels
- Publishing photographs and videos taken at our facilities on our official social media accounts and marketing materials (subject to your prior consent)
- For children and minors, RC will only use identifiable photographs or video footage for promotional, marketing, website or social media purposes where a parent or legal guardian has provided consent, unless the image or footage is incidental, non-identifying, or otherwise permitted by law.
- Meeting our legal and regulatory obligations

5.2 Secondary Purposes

We may use your personal information for secondary purposes where:

- You have provided your consent;
- You would reasonably expect us to use the information for that purpose and it is related to the primary purpose of collection; or
- We are required or authorised by law to do so.

You may opt out of receiving marketing communications at any time by using the unsubscribe link in any email we send you, or by contacting us directly at your relevant location's email address listed in Section 2.

6. Disclosure of Personal Information to Third Parties

We may disclose your personal information to third-party service providers and partners who assist us in operating our business. These include:

6.1 Our Third-Party Service Providers

- Playtomic — court booking platform and club management software
- Square Inc. — payment processing and point-of-sale services
- Email marketing providers (e.g., Mailchimp or equivalent) — for sending eDMs and newsletters
- Meta Platforms Inc. — in connection with Instagram and Facebook communications and advertising
- WhatsApp (Meta Platforms Inc.) — for community management via WhatsApp Business
- Cloud hosting and IT infrastructure providers — for data storage and software services
- Professional advisers — including lawyers, accountants, and auditors where required

6.2 Other Disclosures

We may also disclose personal information:

- To regulatory bodies, law enforcement agencies, or courts where required or authorised by law;
- In connection with a business sale, merger, or restructure, where the recipient is bound by equivalent privacy obligations;
- With your express consent.

7. Overseas Disclosure of Personal Information (APP 8)

Some of our third-party service providers are based overseas, including in the United States of America. Accordingly, your personal information may be transferred to, stored on, or processed by servers and systems located outside Australia.

Where we disclose personal information to overseas recipients, we take reasonable steps to ensure that the recipient does not breach the APPs in relation to that information, as required by APP 8.1. This may include:

- Entering into data processing agreements with overseas recipients that impose obligations equivalent to the APPs;
- Relying on other mechanisms or exemptions under the Act where applicable.

By using our services and providing your personal information, you acknowledge that your information may be transferred overseas as described in this section. You understand that by giving this acknowledgement, APP 8.1 does not apply to the relevant disclosure, and we will not be accountable under the Act if the overseas recipient handles the information in breach of the APPs (APP 8.2(b)).

We recommend that you review the privacy policies of third-party platforms (such as Playtomic, Square, Meta, and WhatsApp) to understand how they handle your personal information.

8. Data Quality and Security (APPs 10 & 11)

We take reasonable steps to:

- Ensure that the personal information we collect, use, and disclose is accurate, up-to-date, and complete (APP 10);
- Protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure through appropriate technical and organisational security measures (APP 11);
- Destroy or de-identify personal information that is no longer needed for any lawful purpose, and is not required to be retained by law.

Payment card information is processed by Square using industry-standard PCI-DSS compliant security. We do not store full credit card numbers on our own systems.

9. Your Rights — Access and Correction (APPs 12 & 13)

Under the Privacy Act 1988, you have the right to:

9.1 Access Your Personal Information (APP 12)

You may request access to the personal information we hold about you. We will respond to your request within a reasonable time (generally within 30 days). We may charge a reasonable fee for providing access, but will not charge a fee for making the request. We will not refuse access except in circumstances permitted under the Act.

9.2 Correct Your Personal Information (APP 13)

If you believe that personal information we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, you may request that we correct it. We will take reasonable steps to correct the information and, if we have previously disclosed it to a third party, to notify that party of the correction.

To make an access or correction request, please contact the relevant Racquet Club location by email:

- Sydney: sydney@racquetclub.com.au
- Canberra: canberra@racquetclub.com.au
- Gold Coast: gc@racquetclub.com.au

10. Privacy Complaints (APP 1.4)

If you believe we have interfered with your privacy or breached the APPs, you are entitled to make a formal complaint. Please direct your complaint in the first instance to the relevant Racquet Club location by email (refer to Section 2 above).

We will acknowledge receipt of your complaint within 5 business days and aim to resolve it within 30 days. If we require additional time, we will notify you of the reason for the delay and the expected resolution date.

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC):

Website: www.oaic.gov.au

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

11. Anonymity and Pseudonymity (APP 2)

Where lawful and practicable, we offer individuals the option of not identifying themselves, or of using a pseudonym, when dealing with us. However, for the purposes of booking courts, registering for membership, or participating in tournaments, we require you to identify yourself in order to fulfil our contractual and operational obligations.

12. Direct Marketing (APP 7)

We may use your personal information to send you direct marketing communications, including newsletters, promotions, event invitations, and offers relating to Racquet Club, where:

- You have consented to receive such communications; or
- We have a direct relationship with you (e.g., you are or were a member) and you would reasonably expect to receive such communications from us, and we provide an easy means for you to opt out.

You may opt out of direct marketing at any time by:

- Clicking the "unsubscribe" link in any marketing email;
- Contacting us by email at your relevant location address (see Section 2);
- Updating your communication preferences within the Playtomic platform.

Once you opt out, we will process your request promptly and no later than within a reasonable time. We will not charge you for processing an opt-out request.

13. Website Cookies and Analytics

Our website may use cookies and similar tracking technologies to improve your browsing experience, analyse website traffic, and support marketing activities. You may configure your browser to refuse cookies; however, this may affect the functionality of our website.

For detailed information about the cookies we use, please refer to our Cookie Policy available on our website.

14. Children's Privacy

We do not knowingly collect personal information from children and minors under the age of 18 without verifiable parental or guardian consent. Where a junior member is registered, the personal information provided must be supplied by a parent or legal guardian who accepts responsibility for the accuracy and appropriateness of that information. If you believe we have inadvertently collected personal information from a child without appropriate consent, please contact us immediately.

15. Photography, Video, and Social Media

From time to time, we may photograph or film members, guests, and participants at our facilities for use on our official social media channels (including Instagram), our website, and promotional materials. Where reasonably practicable, we will seek your consent prior to capturing and publishing such content.

If you do not wish to appear in photographs or videos published by Racquet Club, or if you wish to request the removal of previously published content in which you appear, please contact the relevant location by email (refer to Section 2).

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or for other operational reasons. The current version of this Privacy Policy will always be available on our website. We encourage you to review this Policy periodically.

Material changes to this Policy will be communicated to members via email or through a notice on our website, with reasonable advance notice where practicable.

17. Contact Us

For any questions, concerns, or requests relating to this Privacy Policy or the handling of your personal information, please contact us at the relevant location:

Sydney

Email: sydney@racquetclub.com.au

Canberra

Email: canberra@racquetclub.com.au

Gold Coast

Email: gc@racquetclub.com.au

© 2026 Racquet Club Pty Ltd. All rights reserved.

This document constitutes the Privacy Policy of Racquet Club and is governed by the laws of Australia.