

Time For A Swim Privacy Policy

1. Commitment to Privacy

We recognise that providing personal information is an act of trust, which we take very seriously.

We are committed to protecting your privacy and for that reason we will only collect, use, disclose, store and otherwise handle your personal and sensitive information that is necessary for us to deliver services to you.

2. Our Privacy Policy

Due to the nature of our business it may be necessary to obtain personal information about you.

We will not collect or use any information you provide in an inappropriate manner.

We will only ask for and use personal information that we reasonably need to conduct our business and we will take all reasonable steps to protect your personal information from misuse, loss, unauthorised access or inappropriate disclosure.

3. What information we collect

The information that we collect about you will vary depending on the way in which you interact with our businesses; however, it is mostly information that is provided by you, such as names, dates of birth, contact details (including address, email address and any phone or mobile numbers), emergency contact details and financial information such as credit card or bank account details.

Depending on how you are using our services we may also collect more detailed information such as information about how you use our products and services:

- Details of guardian/s for minors;
- Health information when accessing our services where health status may be important;
- Your image if required for identification.

We may collect some forms of sensitive information. Where we collect sensitive information from you, we will only do so with your consent. This information will only be used for the purpose it was collected.

You are not obliged to provide personal or sensitive information to us; however, we may not be able to provide services to you if you don't.

4. How we collect your information

We will never ask you to provide or verify your personal or sensitive information by clicking on a link and we will never ask you to email or fax credit card information. If you do receive such a request, we ask that you report it to us immediately.

You provide it to us or one of our service providers when you interact with us to use our services. This may occur in person, by phone, online or by completing applications.

We collect information about how you interact with us, such as by email and our websites. This may occur via the use of cookies or other technology to identify your unique web browser when interacting with us online.

5. How we keep your information

Generally, we hold your personal information electronically and in hard copy, both at our premises and at facilities owned and operated by our service providers.

6. How we use your information

We need to use your information to provide you with our services. This may also extend to:

- Assisting with feedback or queries you may have;
- Processing bookings or applications that you submit;
- Promoting and marketing our services;
- Surveys, direct marketing, promotions and competitions;
- Assessing applications for employment and ongoing management as an employee;
- Accounting purposes and billing;
- Evaluation and improvement of the effectiveness of our website and official social media pages;
- Collecting diagnostic and statistical information relating to our IT systems;
- Facilitating our internal business operations, including the fulfilment of legal requirements and assessing new and/or improved services.

7. How we share your information

Individually identifiable information about you is not generally disclosed to any third party without first receiving your permission, as set out in this Privacy Policy.

We may exchange your personal information with other parties who provide services to us. This may include sharing with:

- Service providers who are engaged to provide us services relating to data processing, data analysis, online computing, printing, contract management, legal, accounting, business consulting, marketing, research, auditing, delivery, security and mailing services;
- Insurers and work cover in the case of a health-and-safety incident;
- Any other party with which we are legally required to share.

8. How you can access or correct your personal information

We believe it is important to ensure that the personal information we hold about you is accurate and up to date.

We request that you contact us if any of your personal information has changed or if you believe that any of your information is inaccurate. You also have a right to request a copy of the information that we hold about you. There is no charge to submit a request or to correct this information.

9. What happens if your personal information is part of a data breach?

We recognise that providing personal information is an act of trust, which we take very seriously.

If we believe that your personal information has been subjected to an eligible data breach under the Notifiable Data Breaches scheme in Australia, we will notify you and the OAIC as required under law and in accordance with the OAIC.

10. How you can make a privacy complaint

If you have any disputes or complaints about the way in which your personal information has been handled by us, please contact us using the details information has been handled by us, please contact us using the details below.

We will investigate any dispute or complaint and respond to you within a reasonable time. If you still consider that your privacy complaint has not been resolved, you may then take your complaint to the Office of the Australian Information Commissioner (OAIC) by visiting www.oaic.gov.au or by calling 1300 363 992.

11. How you can contact us

If you have any questions about this Privacy Policy, our management of your information or if you would like a copy of this Policy, please contact us on the details below:

- Call 03 9798 1835
- Email info@timeforaswim.com.au

12. Changes to this Policy

This Privacy Policy came into effect on 23 June 2025. Although most changes are likely to be minor, we may amend or update this Privacy Policy to ensure that we maintain the highest standards. If we do, we will post the updated version on our websites.