



| | |
|--|---|
| <p>1. Introduction</p> | <p>1.1 Definitions</p> <p>'Users' = Users of Rigs Brookvale's services and operating systems. 'Rigs Brookvale' = Rigs Brookvale services and products 'Site' = Rigs Brookvale website (www.rigsbrookvale.com.au) 'Third Party provider' = Mindbody (program bookings system); Mindbody Payments (payment provider); Klavyio (marketing and database program); Louis Media (Site provider); Google Analytics.</p> <p>1.2 Purpose and Scope</p> <p>This privacy policy explains the manner in which Rigs Brookvale collects, uses, maintains and discloses information collected from Users. This privacy policy applies to the Site, Third Party Providers and all products and services offered by Rigs Brookvale.</p> |
| <p>2. Complaints</p> | <p>2.1 A complaint is an expression of dissatisfaction or a claim of a Privacy Policy breach made by Rigs Brookvale or a Third Party Provider.</p> <p>A person wishing to make a complaint about a privacy issue may do so in writing or verbally to:</p> <ul style="list-style-type: none"> • the Rigs Brookvale General Manager • the Rigs Brookvale Directors <p>Written complaints can be sent to management@aquacultureswim.com.au.</p> |
| <p>3. Information Collected</p> | <p>3.1 When using our Site the following information is collected:</p> <ul style="list-style-type: none"> • your server address • your top level domain name (for example .com, .gov, .au, etc.) • the date and time of your visit to the site • the pages you accessed and documents downloaded • the type of browser you are using <p>3.2 Clients, or their legal guardians, who voluntarily choose to use the Rigs Brookvale are required to provide the following personal information:</p> |



- Name, phone, email, address, clients medical history, next of kin, other family contacts, bank account or credit card details, profile photo

Users can refuse to supply the required personal information, however, it may prevent them from engaging in the Rigs Brookvale.

3.3 Web Browser Cookies

Our Site may use "cookies" to enhance User experience. A User's web browser places cookies on their hard drive for record-keeping purposes and in some instances to track information about them. User's may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

4. How we use collected information

4.1 Rigs Brookvale may collect and use Users personal information for the following purposes:

- *To improve customer service:-*
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- *To personalise user experience:-*
We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- *To improve our Site:-*
We may use feedback you provide to improve our products and services.
- *To process payments:-*
We may use the information Users provide about themselves when creating an account to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.



- *To run a promotion, contest, survey or other Site feature:-*
To send Users information they agreed to receive about topics we think will be of interest to them.
- *To send periodic emails:-*
We may use the email address to send Users information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If Users submit a contact us form, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.
- *To share your Personal Information:-*
We may share information Users provide with third parties for the purpose of operating and optimising Rigs Brookvale. For example, Users personal information will be shared with Mindbody and Mindbody Payments for the purpose of booking into Rigs Brookvale and for making direct debit payments. We also use Klaviyo and Google Analytics to help us understand how our customers use the Site -- you can read more about how Google uses your Personal Information here:
<https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

We may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful requests for information we receive, or to otherwise protect our rights.

We only collect personal information for purposes which are directly related to our functions or activities under the *Privacy Act*



Rigs Brookvale
Privacy Policy

| | |
|-------------------|---|
| | <p>1988 (Privacy Act), Freedom of Information Act 1982 (FOI Act) or the Australian Information Commissioner Act 2010 (AIC Act), and only when it is necessary for or directly related to such purposes.</p> |
| 5. Contact | <p>If you have any queries about this policy, you should contact the General Manager for further information: management@rigsbrookvale.com.au</p> |

| | |
|-----------------------------|------------------------|
| Date Approved | 12/3/23 |
| Approval Authority | General Manager |
| Date of Commencement | 12/3/2023 |
| Amendment Dates | |
| Date for Next Review | 15/1/24 |