



## Privacy Policy

*Effective Date: 1 December 2023*

### 1. Introduction

Welcome to Discover Pickleball's Privacy Policy. This policy outlines how Padel Australia Group Pty Ltd (Trading As Discover Pickleball) collects, uses, discloses, and protects the personal information of our clients in compliance with the Australian Privacy Principles contained in the Privacy Act 1988.

### 2. Collection of Personal Information

We collect personal information necessary for us to provide you with our pickleball facility services. This may include:

- Name
- Contact details (such as email, phone number)
- Payment information
- Booking details

### 3. Use of Personal Information

The personal information collected is used for the following purposes:

- To manage court bookings through TPC Matchpoint, our third-party booking software
- To process payments
- To communicate with you about your bookings or any changes
- To send promotional information, with your consent

### 4. Disclosure of Personal Information

We may disclose your personal information:

- To third-party service providers, including TPC Matchpoint, for operating our business
- When required by law
- Where we have your explicit consent to share the information
- Payment information is processed by Stripe ([Stripe's Privacy Policy](#))

## **5. Data Security and Third-Party Software**

We take reasonable steps to ensure the security of your personal information from unauthorized access, use, or disclosure. However, all personal information provided by users is stored in TPC Matchpoint's software, and we rely on their security measures. For details on their data protection practices, please visit [TPC Matchpoint's website](#).

## **6. Access, Correction, and Opt-Out**

You have the right to access the personal information we hold about you and to request correction of any inaccuracies. Additionally, upon creating a profile, you consent to be contacted and subscribed to our newsletter. You can unsubscribe from communications at any time through your web or app profile.

## **7. Changes to Our Privacy Policy**

We may update this policy from time to time. The most current version will be available on our website.

## **8. Contact Us**

If you have questions about this privacy policy or our treatment of your personal information, please contact us at:

- Email: [support@discoverpickleball.com.au](mailto:support@discoverpickleball.com.au)
- Phone: 02 4006 8333
- Address: 88 Lambton Rd, Broadmeadow