



## FLIP OUT Privacy Charter

We will handle any information we collect about you in accordance with our privacy Policy

Our Privacy Policy explains how FLIP OUT and its related entities will manage your personal information, including the information we disclose to insurance Company's, financial institutions and our related entities.

You have a right to request access to the information FLIP OUT holds about you, to seek correction of your information, and to lodge a complaint if you have concerns about how FLIP OUT has managed your information. FLIP OUT's Privacy Policy explains how you can do each of these things and how FLIP OUT will deal with any requests or complaints.

If you have any questions or would like more information about FLIP OUT's Privacy Policy, please contact us.

### Collecting your personal information

You may contact the person, department or store that you normally deal with. Alternatively, you may call the FLIP OUT in Australian **1300 FLIP OUT** at any time or email your question or request to [info@FlipOut.net.au](mailto:info@FlipOut.net.au)

FLIP OUT collects most personal information directly from you. For example, you provide us with your information when you complete a participation or waiver, fill in an application form, deal with us over the telephone, send us a letter, use our website or visit a store.

FLIP OUT may also collect information about you that is publicly available, including information from telephone directories, the electoral roll or other websites.

There may be occasions when FLIP OUT collects personal information about you from a third party. For example, FLIP OUT may collect personal information from:

- **organisations that FLIP OUT has an arrangement with to jointly offer products and/or an alliance with to share information for marketing purposes** to provide you with products or services and/or to promote a product or service;
- **our related entities** so we can better manage your relationship with all FLIP OUT companies;
- **marketing companies** if we acquire contact information to tell people about FLIP OUT products and services that may interest them; and
- **third parties who may have introduced you to FLIP OUT.**

FLIP OUT collects most personal information directly from you. For example, you provide us with your information when complete a waiver, entry form or membership application, deal with us over the telephone, send us a letter, use our websites or visit a store.

FLIP OUT may collect and hold information from you such as your name, address, telephone number, e-mail address, tax file number (TFN), date of birth, annual and other details, place of work, credit history, and your transaction history.

Collecting information from third parties FLIP OUT may also collect information about you that is publicly available, including information from telephone directories, the electoral roll or other websites. There may be occasions when FLIP OUT collects personal information about you from a third party.

For example,

FLIP OUT may collect personal information from;

- insurance agencies;
- organisations that FLIP OUT has an arrangement with to jointly offer products and/or has an alliance with to share information for marketing purposes to provide you with products or services and/or to promote a product or service;
- our related entities so we can better manage your relationship with all FLIP OUT stores;
- marketing companies if we acquire contact information to tell people about FLIP OUT products and services that may interest them; and
- brokers and other parties who may have introduced you to FLIP OUT.

FLIP OUT may also collect information about how you use FLIP OUT's and other websites to help us better tailor our services to you. For example, FLIP OUT may do this when you click on a link from a FLIP OUT website or visit a website which displays a FLIP OUT advertisement.

Usually, the information FLIP OUT collects in this way is general information only derived from cookies and does not identify you. If FLIP OUT does identify you with this information (for example, if you have been logged onto an online FLIP OUT service), any use or disclosure of that information will be in accordance with this Privacy Policy.

Collecting sensitive information Sensitive information is personal information about a person's racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, genetic information or health information.

FLIP OUT will not collect, use or disclose sensitive information about you unless we need the information for one of our functions or activities (or we are legally required to do so).

### **FLIP OUT's Privacy Policy**

Protecting your privacy and the confidentiality of your personal information is fundamental to the way FLIP OUT does business. We value the ongoing trust you have in us to protect your privacy. Personal information is information or an opinion about you.

This Privacy Policy explains how FLIP OUT will manage and protect your personal information, including information that FLIP OUT collects during the course of providing a product or service to you and the information FLIP OUT holds after your product or service is terminated (where we are required to hold this information or it is necessary for our functions).

This Privacy Policy also applies to information that FLIP OUT collects from third parties including the information FLIP OUT receives through third parties.

This Privacy Policy contains information about how you can access the information FLIP OUT holds about you, how you can ask FLIP OUT to correct your information and how you can make a complaint if you have concerns about how FLIP OUT has managed your information.

Which FLIP OUT entities does this Policy cover? All FLIP OUT entities are subject to strict standards in relation to the handling of personal information, regardless of where those entities are located.

This Privacy Policy applies specifically to FLIP OUT Trampoline Arena Franchises Pty Ltd, and each of its wholly-owned Australian subsidiaries (FLIP OUT) and all Franchises of FLIP OUT Trampoline Arena Franchises Pty Ltd.

### **How to contact FLIP OUT**

If you have any questions or would like more information about this Privacy Policy you may contact the person, department or store that you normally deal with. Alternatively, you may call the FLIP OUT Australian Head Office on 1300 FLIP OUT at any time or email your question or request to [info@FlipOut.net.au](mailto:info@FlipOut.net.au)

### **Collecting information required by law**

FLIP OUT may collect information from you because we are required or authorised by an Australian law or court or tribunal order to collect that information. We will tell you if collection is required or authorised by law and provide you with details of the law, court or tribunal order.

### **Using your personal information**

We may use and disclose personal information we collect about you for several purposes including:

- to consider your request for a product or service;
- to enable FLIP OUT to provide a product or service;
- to tell you about other products and services that may be of interest to you;
- to assist in arrangements with other organisations (such as loyalty partners) in relation to the promotion or provision of a product or service;
  - to manage accounts and perform other administrative and operational tasks (including risk management, systems development and testing, training, collecting debts and market or customer satisfaction research);
  - to consider any concerns or complaints you raise against FLIP OUT and/or to manage any legal action between you and FLIP OUT;
  - to prevent or investigate any actual or suspected fraud, unlawful activity, injury or misconduct;
  - as required by relevant laws, regulations, codes of practice and external payment systems.

### **Disclosing your personal information overseas**

FLIP OUT may need to disclose your information to organisations located overseas.

The most common reason for FLIP OUT disclosing information overseas is because we use service providers to perform some functions on our behalf, and some of these service providers are located overseas.

We only disclose your information to these organisations when it is necessary for the services they provide FLIP OUT. For the most part, these service providers are related entities of FLIP OUT which perform a range of technology, operational and customer service functions for FLIP OUT.

These entities are located in the following countries:

- The Philippines
- China
- United Kingdom
- India
- Malaysia
- Pakistan
- United Emirates

- New Zealand

FLIP OUT may also use other off shore service providers to help provide you with our products and services or identify ways to improve our service to you.

FLIP OUT may send you an automated follow up request for your feedback on your experience(s). FLIP OUT uses an external service provider to help us send you the automated request and to analyse responses. We will therefore need to send your information to these locations.

In addition to service providers, FLIP OUT may also disclose your information to our overseas related businesses for the purposes explained in our Privacy Policy.

When we disclose your information overseas, we are required to take measures to ensure your information is treated in accordance with the standards that apply in Australia except in rare cases (for example, where we are required by law to disclose your information overseas) or unless where we obtain your consent not to take these measures.

The above is not a complete list of the countries to which your information may be disclosed when using an FLIP OUT product or service.

### **Protecting your privacy**

FLIP OUT protects your information

FLIP OUT protects your personal information from misuse and loss. We also protect it from unauthorised access, modification and disclosure by ensuring that your personal information can only be accessed by people properly authorised to have access.

FLIP OUT may store your personal information in hardcopy documents or electronically.

FLIP OUT maintains physical security, such as locks and security systems, over our paper and electronic data stores and premises. FLIP OUT also maintains computer and network security. For example, FLIP OUT uses firewalls (security measures for the internet) and other security measures such as identification codes and passwords to control access to computer systems. FLIP OUT continually maintains and monitors its online security systems to ensure that FLIP OUT's online services are secure and that your personal information is appropriately protected when you use these services.

You can help us to protect your privacy by observing our security requirements and contacting us immediately if your contact details change.

We require you to keep your personal username, passwords and access codes confidential and secure at all times. This means that you should not disclose your username, passwords and or access codes to any other person. You should contact FLIP OUT immediately if you believe that your username, passwords and or access codes may have been disclosed to another person or if you would like to change your username or password.

How do I access my personal information?

Subject to some exceptions, you can find out what personal information FLIP OUT holds about you, including what information we have obtained through third parties.

You should contact FLIP OUT if you wish to find out about the personal information an FLIP OUT company holds about you. We will need to verify your identity before giving you access and obtain a signed information request form. We can usually deal with such a request within 14 to 30 days.

Depending on the complexity of the request, we may charge a \$145.00 plus GST fee per request for processing the request.

FLIP OUT will usually provide access to your information at the store closest to you in order to protect the confidentiality and security of your information. However, you may elect to receive your information by registered mail or courier, where practicable.

In certain circumstances, FLIP OUT may not be able to tell you what personal information is held about you. In these circumstances, we will write to you to explain why we cannot provide you with the information and attempt to find alternative means to enable you to access your information.

### **How do I request correction of my information?**

If you believe that the personal information we hold is inaccurate, incomplete or out-of-date, you should contact us.

We will promptly update any personal information that is inaccurate, incomplete or out of date. If you ask FLIP OUT to correct information that we have received through third parties, reporting system or information we have previously disclosed to third parties, we will consult with such third parties or systems about the accuracy of your information, as necessary.

If we do not agree that your information is inaccurate, incomplete or out of date, we will write to you and tell you the reason(s) why we do not agree with you. We will also tell you what you can do if you are not satisfied with our response.

FLIP OUT Charges a fee of \$95.00 plus GST for each third party or system which it may have to consult with.

### **Resolving your concerns**

You are entitled to complain if you believe that your privacy has been compromised or that FLIP OUT has breached the Privacy Act, or an applicable code.

If you have a privacy complaint, you can contact the person, FLIP OUT company department or store that you have been dealing with. Alternatively, you can lodge a complaint by contacting our customer service team on 1300 FLIP OUT between 9am and 4pm, Monday to Friday or by sending a written complaint to P O Box 1850, Penrith NSW 2751.

If your complaint is not satisfactorily resolved, you may request a review of your complaint in writing.

If you make a complaint we will initially respond to you within seven (7) days. If we are unable to provide a response and resolve your complain within this time we will notify you and provide a response to your complaint within (14) fourteen to (30) thirty days.

FLIP OUT will investigate your complaint and where necessary, consult with third parties and or providers about your complaint. FLIP OUT will make a decision about your complaint and write to you to explain our decision.

If your complaint is not satisfactorily resolved, you may access an external dispute resolution service or apply to the Office of the Australian Information Commissioner (OAIC) to have the complaint heard and determined. When we write to you about our decision, we will explain how you may access an external dispute resolution scheme or make a complaint to the OAIC.