

# Privacy Policy



## 1. Respecting your privacy

Laserzone Sunshine Coast is committed to compliance with the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (Privacy Act). The NPPs establish minimum standards in relation to the collection, handling, use, disclosure, management, access, correction and disposal of personal information.

This policy outlines our personal information management practices. Specifically,

- the kinds of personal information we collect and hold;
- how we collect and hold it;
- the purposes for which we collect, hold, use and disclose it;
- your right to access and seek correction of it; and
- how you may complain about privacy matters.

There are some matters to which this policy does not apply. These are referred to below (see item 8 below).

## 2. What kinds of personal information do we collect and hold?

The personal information we collect and hold is what is reasonably necessary for our business functions and activities. When we collect and hold personal information, it is of the following kinds:

- your personal details such as your name, addresses, telephone numbers, email address, age and gender;
- whether you have a connection with others whose personal information we may collect or hold, for example family members or clubs who may be linked to your booking card;
- what, how and when you use our services or have expressed an interest in using our services;
- your stated or likely preferences, for example whether you may be interested in particular products or promotions.

Depending on the nature of your dealings with us, we may collect and hold other types of personal information. For example, information collected and held via our secure financial systems about the debit or credit card you might use for your purchases from us.

You generally have the option of not identifying yourself or of using a pseudonym when dealing with us, but not where this is impractical (for example when you book online with us) or where the law or a court order provides otherwise.

## 3. How do we collect and hold personal information?

*Collection of personal information:* When we collect personal information about you, we do so by making a record of it. We do this when:

- you book with us online, in person or by phone call;
- you take part in our promotions, competitions, testimonials and surveys; and
- you deal with us in other ways involving a need for personal information to be provided such as if an incident occurs in the centre or you bring a claim against us.

When you visit our website or social media pages we may collect information about you using technology which is not apparent to you.

Most of the personal information we collect and hold about you is from your direct dealings with us. We may sometimes collect your personal information other than from you directly.

*Holding of personal information:* Personal information we hold is generally stored in computer systems. These may be operated by us or by our service providers. In all cases, we have information security requirements aimed at eliminating risks of unauthorised access to, and loss, misuse or wrongful alteration of, personal information.

## 4. Why do we collect, hold, use and disclose personal information?

When we collect, hold and use your personal information, we do so primarily to sell and promote our goods and services to you and to improve on the range of our offerings. For example:

- to learn of your likely preferences so that we may promote our goods and services to you in a way which may be of most interest to you; and
- to assist in investigating your complaints and enquiries.

We disclose personal information we collect for purposes which are incidental to the sale and promotion of our goods and services to you. For example, we may disclose your personal information within our group, to service providers who assist us in our day-to-day business operations.

We may collect, hold, use and disclose your personal information for other purposes which are within reasonable expectations or where permitted by law.

When marketing to you, your personal information is only ever used or disclosed for Laserzone Sunshine Coast's own purposes. You may opt out of our direct marketing to you. Our direct marketing materials will tell you how to do this.

## 5. How can you enquire about, access and correct your personal information?

*Access:* We will provide you with access to any of your personal information we hold (except in limited circumstances recognised by law). If you wish to access your personal information or have an enquiry about privacy, please contact our Management:

 [info@laserzone.com.au](mailto:info@laserzone.com.au)

 (07) 5493 6333

 Management  
Laserzone Sunshine Coast  
3 Main Drive  
WARANA QLD 4575

Before we provide you with access to your personal information we may require some proof of identity.

*Correction:* If you need to correct your personal information, please contact Management at one of the above contact points.

## 6. How can you complain about our management of personal information?

If you wish to make a complaint about a breach of the privacy rules, you may contact Management at one of the above contact points. We may ask you to put your complaint in writing and to provide details about it.

We may discuss your complaint with our personnel and our service providers and others as appropriate.

Our Management Team will investigate the matter and attempt to resolve it in a timely way. Management will inform you in writing about the outcome of the investigation. If our Management Team does not resolve your complaint to your satisfaction and no other complaint resolution procedures are agreed or required by law, Management will inform you that your complaint may be referred to the Privacy Commissioner for further investigation and will provide you with the Commissioner's contact details.

## 7. Updates

This privacy policy is current at the date below. We may review this policy on occasion to take account of new laws and technology, changes to our operations and practices, and the changing business environment. If we change our policy, we will immediately update our website at [www.laserzone.com.au/sunshinecoast](http://www.laserzone.com.au/sunshinecoast).

## 8. Other privacy terms and limits of this policy

This is a policy. There may be additional privacy notices and terms relevant to you depending on the nature of your dealings with us and on our particular businesses.

We have separate charters concerning our employees – this policy does not apply to the personal information of our employees in their capacity as such.

## 9. More information

More information about privacy law and privacy principles is available from the Privacy Commissioner. The Privacy Commissioner may be contacted at [www.oaic.gov.au](http://www.oaic.gov.au).

Last update of this policy: 12 September 2016