

Padel Centre – Privacy Policy

Padel Centre Tasman Limited, trading as **Padel Centre** (“we”, “us”, “our”), takes your privacy seriously. This Privacy Policy explains how we collect, use, and protect your personal information in accordance with the **New Zealand Privacy Act 2020**.

This Policy should be read alongside our **Terms and Conditions of Entry and Use**.

1. Our Commitment to Privacy

We are committed to protecting your privacy and handling your personal information responsibly and transparently.

“Personal Information” means any information that can identify you as an individual, such as your name or contact details.

By using our facilities, website, app, or other services, you consent to the collection and use of your personal information as outlined in this policy.

2. Scope of This Policy

This Privacy Policy applies to information we collect through:

- Our website and mobile booking app (“Online Services”)
- Email communications and newsletters
- Social media platforms (e.g., Facebook, Instagram, WhatsApp groups)

We may update this policy periodically. The most recent version will always be available on our website. Continued use of our services after any changes means you accept the updated policy.

3. Information We Collect

a) Information You Provide

We may collect information that you directly provide to us, such as:

- Name, address, phone number, and email
- Payment details (e.g., credit card or bank information)
- Feedback, preferences, or responses to surveys or forms

b) Information Collected Automatically

Through our Online Services, we may collect:

- IP address, browser type, and device identifiers
- Usage data, click history, and session activity

c) Information from Third Parties

We may receive information from:

- Social media platforms and marketing partners
- Service providers and affiliates

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- Advertising and analytics networks

We may combine this information with existing data to improve our services and personalise your experience.

d) Cookies & Tracking Technologies

We use cookies and similar technologies to:

- Analyse website traffic and performance
- Improve site functionality and user experience
- Track activity and preferences

Some cookies are provided by third parties (e.g. Google Analytics). You can disable cookies via your browser settings, though this may affect some website functionality.

4. How We Use Your Information

We may use your information to:

- Process court bookings, payments, and purchases
- Operate, improve, and maintain our website, app, and services
- Manage your account and communicate with you
- Send you updates, news, or promotions (with consent)
- Conduct internal research and analytics
- Ensure safety and security across our platforms and facilities

Marketing Communications:

You will only receive promotional emails, texts, or notifications if you have given express or implied consent. You can opt out at any time using the unsubscribe link or by contacting us directly.

5. Disclosure of Your Information

We will never sell, rent, or trade your personal information.

We may share information with trusted third parties where necessary to provide our services, including:

- Payment processors and booking platforms
- Email and SMS communication providers
- IT, analytics, and website hosting partners

All third parties must protect your data and only use it for authorised purposes.

We may also disclose information:

- When required by law or court order
- To cooperate with law enforcement or regulatory authorities

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- To protect our legal rights, safety, or property

6. Data Security & Retention

We use industry-standard security measures to protect your information against unauthorised access, loss, or misuse.

If a privacy breach occurs that could cause serious harm, we will notify both you and the **Office of the Privacy Commissioner**, as required under the **Privacy Act 2020**.

We retain your personal information only as long as necessary for the purposes it was collected, or as required by law or for tax compliance.

7. Use of External Websites

Our website and communications may include links to external or third-party websites. We are not responsible for their content, privacy practices, or security. Accessing such sites is at your own risk.

8. Email, SMS & Marketing Communications

By providing your contact details or subscribing, you consent to receive updates and promotional messages relevant to Padel Centre.

You can unsubscribe at any time via the link in our messages or by contacting us directly.

We will action all unsubscribe requests as soon as reasonably possible.

9. WhatsApp Groups & Community Chats

We manage WhatsApp groups and other social channels for player updates, scheduling, and social interaction.

By joining these groups, you acknowledge and agree to:

- Share your phone number and profile information with other participants
- Follow our Terms of Use and community behaviour guidelines

You may leave or request removal from a group at any time.

We are not responsible for third-party scam or phishing attempts. Please report and delete suspicious messages.

10. Social Media & Photography

We may capture photos and videos within the facility for promotional use on:

- Our website and booking app
- Social media platforms
- Marketing materials and advertising

By entering **Padel Centre**, you consent to the use of such imagery.

If you prefer not to be photographed or filmed, please speak with a staff member or email us, and we will do our best to accommodate your request.

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11. Your Rights & Access

Under the **Privacy Act 2020**, you have the right to:

- Request access to personal information we hold about you
- Request corrections to ensure accuracy
- Withdraw consent for marketing communications

To make a request, contact us using the details below.

12. Contacting the Privacy Officer

For assistance, contact us at:

hello@padelcentre.co.nz | +64 21 041 0282

We will acknowledge and respond to all legitimate privacy requests in accordance with the **Privacy Act 2020**.

13. General Terms

- You may not transfer your rights under this Privacy Policy.
- We may transfer our rights or obligations, provided your protections remain unchanged.
- If any part of this Policy is deemed invalid, the remaining sections continue in full force.
- This Policy is governed by the laws of New Zealand. Any disputes will be handled by New Zealand courts.

14. Policy Updates

We may update this Privacy Policy from time to time to reflect legal, operational, or technological changes.

All updates will be posted on our website and/or app.

Continued use of our services after any update indicates your acceptance of the revised policy.

Contact Information

Padel Centre Tasman Limited

Trading as **Padel Centre**

Company No: 9429052667374

Registered Address: 13 Coman Drive, Richmond

Website: www.padelcentre.co.nz

Email: hello@padelcentre.co.nz