

# Privacy Policy | Terrace Boating & Leisure Centre

## 1. Overview

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). We are committed to protecting your privacy and handling your personal information in an open and transparent way.

## 2. What Personal Information We Collect

We may collect the following types of personal information:

- Name
- Email address
- Phone number
- Billing and shipping address
- Payment details (processed securely via third-party providers)
- Website usage data and browsing behaviour

We only collect personal information that is reasonably necessary for our business functions and activities.

## 3. How We Collect Personal Information

We collect personal information in a number of ways, including when you:

- Make a purchase
- Create an account
- Subscribe to our emails or marketing
- Contact us with an enquiry
- Interact with our website (including via cookies and analytics tools)

Where reasonable and practicable, we collect your personal information directly from you.

## 4. Purposes of Collection

We collect and use your personal information for the following purposes:

- To process and deliver your orders
- To communicate with you about orders, enquiries, or support
- To improve our products, services, and website
- To send marketing communications (where you have consented or where otherwise permitted by law)
- To detect and prevent fraud or misuse

## 5. Disclosure of Personal Information

We may disclose your personal information to third parties where reasonably necessary, including:

- Payment processors
- Shipping and delivery providers
- IT service providers (e.g. hosting, cloud storage, analytics)
- Marketing and advertising platforms (where applicable)

We take reasonable steps to ensure that these third parties handle your personal information in accordance with applicable privacy laws.

## 6. Overseas Disclosure of Personal Information

Some of our third-party service providers may be located outside Australia.

Where we disclose personal information overseas, we take reasonable steps to ensure that the recipient does not breach the Australian Privacy Principles. By using our website, you consent to such disclosures where permitted by law.

## 7. Cookies and Website Analytics

We use cookies and similar tracking technologies to:

- Enable website functionality
- Understand how users interact with our website
- Improve user experience
- Deliver relevant advertising

You can control or disable cookies through your browser settings.

## 8. Data Security and Storage

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure.

These steps may include:

- Secure servers and systems
- SSL encryption
- Limiting access to authorised personnel only

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

## 9. Access and Correction of Personal Information

You have the right to request access to the personal information we hold about you and to request correction of that information.

We will respond to such requests within a reasonable period and may require verification of your identity.

## 10. Direct Marketing

We may use your personal information to send you marketing communications where:

- You have consented, or
- It is otherwise permitted under applicable laws (e.g. Spam Act 2003)
- You can opt out at any time by:
- Clicking the unsubscribe link in emails, or
- Contacting us directly

## 11. Anonymity and Pseudonymity

Where lawful and practicable, you have the option of interacting with us anonymously or using a pseudonym.

## 12. Complaints

If you believe we have breached the Privacy Act 1988 or the Australian Privacy Principles, you may contact us using the details below.

- We will investigate your complaint and respond within a reasonable timeframe.
- If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

## 13. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

## 14. Contact Us

If you have any questions, requests, or complaints regarding your personal information, please contact us:

- Email: [info@terraceboating.com.au](mailto:info@terraceboating.com.au)
- Phone: (02) 4983 5600
- Address: 2382 Pacific Highway, Heatherbrae NSW 2324