

Privacy Policy

Southend Tennis Centre (STC), operated by Meriden School, respects your privacy. We are committed to protecting your personal details. This policy outlines STC's use and management of personal information provided to, or collected by it.

What is personal information?

Personal information includes information such as your name, address, date of birth, email address and phone number. It is information that relates to your identity.

STC will generally collect personal information through online and hardcopy forms associated with booking courts and/or coaching lessons. Information may also be collected through phone calls, email or face-to-face conversations.

Use of your personal information

We use your personal information for the primary purpose for which it was collected, and secondary purposes related to the primary purpose. These purposes may include, but are not limited to:

- To develop and run tennis coaching lessons and court bookings
- To market programs, events, competitions, activities and tournaments related to tennis and other sports
- To market merchandise and special offers
- To keep you informed and up-to-date with news and information about tennis and other sports
- To research and develop new events, programs, competitions, activities or merchandise
- To verify your identity.

If you do not want to receive publications or other communications from STC, please contact us.

Health information

We may, at times, collect information about your health. STC may use this information to ensure that the programs you are involved in are run safely and in accordance with any special health needs. It may also be used for insurance purposes or for your own safety in the case of an emergency.

Photographs and videos

STC may take photographs and videos of patrons when at the centre for promotional and educational purposes (e.g. for the website, promotional flyers, social media, coach education). If you do not want your image or your child's image used, please notify the Senior Tennis Coach in writing.

Disclosure of your personal information

STC will not disclose your personal information unless it is required or authorised by the law or you have consented to the disclosure.

Accuracy of your personal information

STC aims to ensure that your personal information is accurate and up-to-date. To assist with this, please contact STC as soon as possible if your details change.

(continued)

Privacy Policy (*continued*)

Management of your personal information

STC/Meriden School staff are required to respect the confidentiality of your personal information and your personal privacy. STC will take reasonable precautions to protect your information from loss, misuse, unauthorised access or alteration.

Access to your personal information

Please contact STC if you would like to amend any of your personal information that is inaccurate or out-of-date or to request that your personal information be deleted.

You may also contact STC if you want to access the personal information that STC holds about you.

You may need to verify your identity before any information is provided. Please be aware that there may be occasions when access is denied. This includes, but is not limited to, when the information would have an unreasonable impact on the privacy of others, providing access would be unlawful, or the request is frivolous or vexatious.

If STC does not give you access to your personal information, reasons will be provided for the decision.

How to contact us

Phone: 02 9642 5967

Email: info@southendtenniscentre.com.au

Address: 22 Chiswick Street, Strathfield South, NSW 2136

Changes to this privacy policy

STC/Meriden School reserves the right to change this Privacy Policy, from time to time, without notice. The most current policy will be available on the STC website.

Dated: 24 October 2015