

Privacy Policy - Website

1. Your acceptance of these terms
 - 1.1 By using this Site, Consumers signify acceptance of this policy.
 - 1.2 If Consumers do not agree to this policy, please do not engage our services.
 - 1.3 Consumers' continued use of the Rabbit Hole following the posting of changes to this policy will be deemed your acceptance of those changes.
2. Personal identification information
 - 2.1 Rabbit Hole may collect personal identification information from Consumers in a variety of ways,
 - 2.2 The variety of ways includes, but not limited to:
 - i. when Consumers visit our website;
 - ii. register on the website'
 - iii. place an order'
 - iv. subscribe to the newsletter;
 - v. fill out a form; and
 - vi. in connection with other activities, services, features or resources we make available on our website.
 - 2.3 Consumers may be asked for their name, date of birth, credit card information, email address, phone number or other personal identification information.
 - 2.4 Consumers may, however, visit our website anonymously. We will collect personal identification information from consumers only if they voluntarily submit such information.
 - 2.5 Consumers may interact with Rabbit Hole anonymously and refuse to supply personally identification information. Corresponding anonymously may prevent Consumers from engaging in certain services provided by Rabbit Hole.
 - 2.6 Consumers may provide personal information of his or her related parties to Rabbit Hole in order to use and enjoy Rabbit Hole's products and services.
 - 2.7 Rabbit Hole will not collect sensitive personal information from Consumers apart from health records (if necessary). Health records are collected to ensure that Rabbit Hole can provide a safe and healthy environment to all participants at its Premises.
3. Non-personal identification information
 - 3.1 Rabbit Hole may collect non-personal identification information about Consumers where our goods and services are engaged.

- 3.2 Non-personal identification information may include the browser name, IP address, the type of computer and technical information about Consumers refer to information related to the connection to our website; that is, the operating system and the Internet service providers utilised and other similar information.
4. Web browser cookies
 - 4.1 Our website may use "cookies" to enhance Consumer experience.
 - 4.2 Consumer's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them.
 - 4.3 Consumers may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the website may not function properly.
5. How we use collected information
 - 5.1 Rabbit Hole may collect and use Consumers' personal information for the following purposes which are reasonably connected to the functions and activities of Rabbit Hole:
 - i. to improve customer service;
 - ii. to assist Rabbit Hole in responding to customer service requests and support needs;
 - iii. to personalise user experience
 - iv. to improve product services
 - v. to understand how Consumers, as a group, use Rabbit Hole's services and resources
 - vi. to run a promotion, contest, survey or other website features
 - vii. to send Consumers information they agreed to receive in relation to topics Rabbit Hole think are of interest to them; and
 - viii. to administer contests, surveys and/or other similar programs.
6. In addition, Rabbit Hole may use Consumer's information rendered for the following:
 - 6.1 To send periodic emails. We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, they may do so by contacting us via our Site.
 - 6.2 Verification of Identities. To verify identity, manage party events, classes and to determine appropriate services.
7. How we protect your information

- 7.1 Rabbit Hole adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.
8. Sharing your personal information
 - 8.1 Rabbit Hole do not sell, trade, or rent Users personal identification information to others including foreign recipients.
 - 8.2 Rabbit Hole may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.
 - 8.3 Rabbit Hole may use third party service providers to help us operate our business and the website or administer activities on our behalf, such as sending out newsletters or surveys.
 - 8.4 Rabbit Hole may share Consumers' information with these third parties for those limited purposes provided that you have given us your permission.
 - 8.5 Notwithstanding the above, Rabbit Hole may give access to personal information if so permitted or obliged to by law.
9. Third party websites
 - 9.1 Consumers may find advertising or other content on our website that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties.
 - 9.2 Rabbit Hole do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site.
 - 9.3 The websites or services, including their content and links, may be constantly changing. These websites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our website, is subject to that website's own terms and policies.
10. Changes to this privacy policy
 - 10.1 A & E Enterprises (AUS) Pty Ltd has the discretion to update this privacy policy at any time.
 - 10.2 When the privacy policy is updated, the Rabbit Hole will revise the updated date at the bottom of our website.
 - 10.3 Rabbit Hole encourage Consumers to frequently check the website for any changes to stay informed about how the Rabbit Hole are helping to protect the personal information we collect.
 - 10.4 Consumers acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.
11. Access to Personal Information and Quality of Personal Information



- 11.1 If requested to do so, the Rabbit Hole will provide Consumers access to his or her own personal information we hold about the Consumer. We will confirm the Consumer's identity before giving access to such information.
- 11.2 To ensure that the personal information the Rabbit Hole collected is accurate, up-to-date and complete, the Rabbit Hole will promptly update new personal information to existing records.
- 12. If there are any changes to the Consumer's personal information, please contact the Rabbit Hole as soon as possible to correct them.

13. Complaints

- 13.1 If Consumers wish to complain to us about how the Rabbit Hole have handled your personal information, you may lodge a complaint to us in writing.
- 13.2 We endeavour to respond to your complaint as soon as possible upon investigation.

Contacting us

If you have any questions about this Privacy Policy, the practices of this website, or your dealings with this website, please contact us at enquiries@rabbitholeplaycentre.com.au or 03 93 178 178

Privacy Policy

This Privacy Policy governs the manner in which A & E Enterprises (AUS) Pty Ltd (ACN 616 479 059) trading as Rabbit Hole collects, uses, maintains and discloses information collected from users of the www.rabbitholeplaycentre.com.au website ("Site and its subdomains").

This privacy policy applies to the website and all products and services offered by A & E Enterprises (AUS) Pty Ltd.

Shop 13, 227 Ballarat Road

Braybrook Victoria 3019