



PRIVACY

PRIVACY POLICY AND TERMS OF USE FOR WEBSITE AND ONLINE PURCHASING THROUGH WWW.RABBITHOLEPLAYCENTRE.COM.AU (August 2023)

85 Website

85.1 Welcome to www.rabbitholeplaycentre.com.au ("the Website"). This Privacy Policy and Terms of Use ("the Policy") governs your use of the Website and any online purchases made through it. By accessing and using the Website, you consent to the practices outlined in this Policy. Please read this Policy carefully.

85.2 The personal information may include:

- I. Name, gender, date of birth, contact details
- II. Payment details (such as credit/ debit card number and expiry date) provided when purchasing products and services;
- III. IP address, cookies and usage data
- IV. Personal bank account details (including account number and BSB) to administer cash back offers and award prize money won in promotions;
- V. Loyalty program membership number and details including buying history, date of joining, opinions and product preferences;
- VI. Any other information you provide voluntarily.
- VII. Employment applications.

86 Use of Personal Information

86.1 We use the collected information for the following:

- I. To process and fulfil your online orders
- II. To communicate with you and your orders and inquiries
- III. To improve our products, services, and the Website
- IV. To send you promotional offers and updates (if you have consented)
- V. To comply with legal obligations

86.2 Rabbit Hole implements security measures to protect your personal information. However, please be aware that method of transmission or storage over the internet is entirely secure, and we cannot guarantee absolute security of your data.

86.3 We use cookies and similar technologies to enhance your experience on our Website. By using the Website, you consent to the use of cookies in accordance with this Policy and Cookie Policy.

86.4 We may share your personal information with third-party service providers who help us in operating our business, such as payment processors and shipping companies. We ensure that these third-party

partners handle your data securely and comply with relevant privacy laws. Our third-party booking system (Roller Australia Networks) is PCI compliant.

86.5 If you have given your consent, we may send you marketing communications about our products, services and promotions. You can opt-out of these communications at any time by following the instructions provided in the emails or contacting us directly.

86.6 You have the right to access, correct, or delete your personal information held by us. If you wish to do so, please contact us using the details provided at the end of this Policy.

87 Use and Disclosure of Personal Information

87.1 Rabbit Hole guarantees that information collected from Consumers are treated in accordance with Rabbit Hole's Privacy Policy at all times.

87.2 Rabbit Hole is committed to keeping any and all personal information collected of those individuals that visit our website and make use of our online services accurate, confidential, secure and private.

87.3 Rabbit Hole agrees to treat the information collected from Consumers with confidentiality. That is, the information will not be disclosed to any third party other than to its employees, agents, officeholders and representatives to enable the performance of recreational services. Alternatively, the Rabbit Hole will seek consent from Consumers prior to releasing your personal information to other parties.

88 Photography and Filming

88.1 Guests are welcome to take photographs and recordings within the centre, providing they are for private use, and not for any commercial purpose. Guests with GoPro (or similar) body mounted cameras may use them on various areas, providing they have sought approval of the device from a Rabbit Hole team member.

88.2 From time to time, the centre or other authorised parties may carry out photography and/or video recording at the centre, which may feature guests. Entry to the centre is deemed as acceptance of these Terms & Conditions unless communicated to which Rabbit Hole will provide a wristband so that it is visible to multimedia creators that the guest does not consent and would not like to be photographed, filmed or recorded. The Consumer therefore agree that the centre or any authorised party may use the images for promotional, advertising or publicity use, in any format. Copyright of this material remains with the centre and/or authorised parties.

88.3 Consumers acknowledge that other Consumers may take photos, films, recordings or videos in the Premises. Customers will not be restricted from taking photos, film or videos unless:

- I. Other consumers are causing annoyance or inconvenience to you;
- II. The photographs, film, recordings or images are to be sold for commercial gain; or
- III. You did not provide consent to being photographed, filmed or recorded by them and you have expressly stated you do not consent to being photographed, filmed or recorded.

88.4 CCTV is used within this centre to monitor and record critical Health and Safety operations, and cash related activities. Consumers acknowledge that surveillance cameras are installed in the Rabbit Hole and are operated by Rabbit Hole for the safety and protection of individuals and properties. Consumers further acknowledge that they may be photographed, filmed, taped and/or subjected to monitoring by those cameras. Consumers agree and consent to be photographed, filmed or taped by those cameras whilst on the Premises. Rabbit Hole may, at their discretion, use any photographs, film, recordings or images obtained and produced from those cameras without consent.

89 COVID Privacy Collection Notice

89.1 As per Occupational Health and Safety Amendment (COVID-19 Vaccination Information) Regulations (July 2023 update), Rabbit Hole no longer collects, records, hold and use COVID-19 vaccination information from specified persons attending a workplace under the management or control in order to determine and to implement reasonably practicable measures to control COVID-19 risks.

89.2 A specified person includes employees, independent contractors and their employees, volunteers and students on placement permitted to attend the workplace.

90 How to Contact Us

90.1 If you have any questions or concerns regarding the Privacy Policy, please feel free to contact us at the following:

Rabbit Hole Playcentre
Shop13, 227 Ballarat Road
BRAYBROOK VIC 3019
(03) 8657 2638
enquiries@rabbitholeplaycentre.com.au