

Australian Swim Schools Association Privacy Policy

At Australian Swim Schools Association, we strive to deliver outstanding products, services, and educational experiences in Australia and around the world. We value your business and, more importantly, your loyalty. We recognize that privacy is an important issue.

We have developed our Privacy Statement ("Statement") to explain the practices of Australian Swim Schools Association and its employees, contractors, partners, agents and licensees (collectively, "Australian Swim Schools Association," "we," or "us") regarding the personal information we collect from you or about you whether on websites, through written or verbal communications with us, information collected when you visit one of our events or activities, or from other sources.

Also, please note that this Statement does not apply to our processing of personal information on behalf of and subject to the instructions of third parties such as other Registered Training Organisations, service providers, companies that organize or offer courses professional development, marketing partners, or corporate customers, though Australian Swim Schools Association to the best of its ability will require third parties it deals with to either have in place a Privacy policy at least equivalent to that of Australian Swim Schools Association's or agree to be bound by Australian Swim Schools Association's Privacy Policy

Personal Information We Collect

At every touch point or interaction, and in conducting every aspect of our business, we may collect information.

This information may include:

- personal identifiers such as full legal name, date of birth, online username and password
- contact information including email, postal and/or street address, mobile, landline and fax numbers.
- information related to your Swim School registration, Swim School Accreditation, registrations at convention and professional development opportunities, shop purchases and other history. This includes criminal history checks, online training courses and details of third party inquiries regarding confirmation of your Swim School registration status
- communications including emails, phone calls, website visitations, written correspondence and verbal conversations. We may also collect and keep information and records related to conversations, including recording or monitoring customer service calls. Where calls are recorded you will be advised prior to the conversation being recorded
- complaints, investigations, hearings and outcomes
- other types of information that you choose to provide to us or that we may obtain from third parties.

In addition, we collect other personal information in certain cases, such as:

Swim School Membership: When you become a Member Swim School with Australian Swim Schools Association, we will require your full name, postal address, physical address, contact details such as your email, mobile, fax and landline numbers, website, if you wish to be part of Bupa, for example. We will allocate a unique Username and Password to you.

Online: When you manage your profile online, you have the opportunity to provide information about your Swim School. Visitations, purchases and electronic communications history may be recorded

Surveys: We may request demographic data or other personal information in customer surveys.

Office: We may also use closed circuit television and other security measures at our properties that may capture or record images of guests, visitors in public areas and information related to your location while on our properties via keycards and other technologies. We may also use other technologies that record sound or video to protect our staff. In addition, we may collect personal information in connection with on-property visitations

Event Profiles: If you attend an event of ours, we may retain personal information about you provided to us by you or your booking agent and may market to you as a result of your registration or attendance at an event. We may also share information about you with third-party service providers who may market event services to you. You will be provided with the opportunity to opt out of any third party marketing plan. We may share statistical information about attendees to events with the event planners.

Social Media: If you choose to participate in Australian Swim Schools Association-sponsored social media activities or offerings, we may collect certain information from your social media account consistent with your settings within the social media service, such as location, check-ins, activities, interests, photos, status updates and friend list. You should understand that you may be subject to the terms and conditions and any privacy policies of the social media site and that Australian Swim Schools Association is not responsible for your activities on social media sites.

Forward-to-a-Friend: From time to time, we may offer a feature that allows you to send an electronic postcard or otherwise share a message with a friend, whether via the Internet, a stand-alone kiosk or mobile. If you choose to do so, we will ask you for the recipient's name and email address,

Employment Applications: If you choose to list a job with Australian Swim Schools Association this information will be placed on a public website and therefore the use of such information is beyond the control of Australian Swim Schools Association. If you choose to apply for employment with Australian Swim Schools Association your CV will remain on file with Australian Swim Schools Association for 3 months and then destroyed. Successful applicant's CVs will be retained by Australian Swim Schools Association as required by the ATO and then destroyed.

Third parties: Australian Swim Schools Association will advise on any form requiring information as to the dissemination and use of the information. All third parties to which Australian Swim Schools Association supplies information will be bound by a Privacy Policy equal to that of Australian Swim Schools Association's

When you contact us and request certain classes of information, we may ask for additional specific account information such as full name, Swim School name, postal address, and recent transaction history to verify your identity

Personal Information We Collect from Third Parties

In addition to the information we collect from you directly, we may also infer information about you based on the information you provide to us or from Other Information we receive. (See below for more details about "Other Information.") We may also collect information about you from third parties, including Event organisers, and other partners, information from social media sites consistent with your settings on such sites, such as social media sign-on programs, and from third-party sources. We may append this information to the information we have on file for you and share it with others consistent with this Statement.

Use of Personal Information Collected About You

We use your personal information to provide the services you request from Australian Swim Schools Association, or which are part of a Swim School Registration, event privilege you have joined or a purchase you have made. We also use your personal information to provide you with information about technical advice, professional development, conventions, conferences, events, activities, accreditations, shop specials, planning and access to specific account information for administrative purposes.

In addition, we may use your information to: improve Australian Swim Schools Association's services; provide you with the expected level of registration benefits; ensure our site, products and services are of interest to you; process enrollments and applications; and facilitate collections. We also use the information to provide or offer you newsletters, promotions and featured specials, other marketing communications, product or service awareness marketing, and to conduct surveys, sweepstakes, prize draws, and other contests. We may provide these communications online, via email, telephone, mobile/text messaging (including SMS and MMS) and postal mail. We may also aggregate your personal information with data from third-party sources for purposes of data analytics.

How We Share Personal Information

As a company operating in a global world, we endeavor to provide you with the same level of service that you have come to expect at Australian Swim Schools Association wherever you are. To provide this service, we may share your personal information amongst Registered Swim Schools of Australian Swim Schools Association. Although the data protection laws of various countries may not be as comprehensive as those in Australia, Australian Swim Schools Association will take appropriate steps to ensure that your personal information is handled as described in this Statement.

Electronic Billing Program: If you participate in an electronic billing program, billing information will be shared with the credit card provider and if you use a corporate credit card, possibly, your employer.

Group Events or Meetings: If you involved with Australian Swim Schools Association as part of a group event or meeting, information collected for meeting and event planning may be shared with the organisers of those meetings and events, and, where appropriate, members who organise or participate in the meeting or event.

Business Partners: From time to time, we may collaborate with other companies to provide products or services and may share your information with our business partners to provide those products or services to you. For example, we may jointly conduct a conference with a business partner and share personal information with our business partner in order to provide those services.

Co-Sponsors of Promotions: We also may co-sponsor promotions, sweepstakes, prize draws, competitions or contests with other companies, or we may provide prizes for sweepstakes and contests sponsored by other companies. If you enter one of these sweepstakes or contests, we may share your information with our co-sponsor or the third-party sponsor.

Service Providers: We rely on service providers to provide certain products and services, such as to facilitate administrative functions and information technology operations, credit card billing, reservations services, administering the larger conventions and conferences. Australian Swim Schools Association will disclose personal information to service providers as appropriate.

Business Transactions: As we develop our business, we might sell, buy, restructure or reorganise businesses or assets. In the event of a merger, consolidation, sale, liquidation or transfer of assets, Australian Swim Schools Association may, in its sole and absolute discretion, transfer, sell or assign information collected, including, without limitation, other information and personal information, to one or more affiliated third parties.

Telemarketing: If you are a Australian Swim Schools Association Registered Swim School, we may use your telephone number for purposes of telemarketing.

Other: In addition, Australian Swim Schools Association may disclose personal information in order to: (i) comply with applicable laws, (ii) respond to governmental inquiries or requests from public authorities, (iii) comply with valid legal process, (iv) protect the rights, privacy, safety or property of Australian Swim Schools Association, site visitors, guests, employees or the public, (v) permit us to pursue available remedies or limit the damages that we may sustain, (vi) enforce our websites' terms and conditions, and (vii) respond to an emergency.

Other Information

When you visit and interact with our website, Australian Swim Schools Association and third parties with whom Australian Swim Schools Association has contracted to provide services to Australian Swim Schools Association, may collect Other Information (for example, a catalog of the site pages you visit, and the number of visits to our sites). We use cookies and other technologies to collect this information.

We may also aggregate or anonymise personal information (for example, we may aggregate personal information to calculate the percentage of our users who have a particular telephone area code) or collect demographic data such as location and registration status. Because Other Information does not personally identify you, such information may be disclosed for any purpose. In some instances, we may combine Other Information with personal information. If we do combine any Other Information with personal information, the combined information will be treated by us as personal information in accordance with this Statement.

Sensitive Information

The term "sensitive information" refers to information related to your racial or ethnic origin, political opinions, religion or other beliefs, health, criminal background or trade union membership. We do not generally collect sensitive information unless it is volunteered by you. We may use health data provided by you to serve you better and meet your particular needs.

Personal Information from Children

We do not knowingly collect personal information from individuals under 18 years of age without the consent of a parent or legal guardian. As a parent or legal guardian, please do not allow your children to submit personal information without your permission.

Mobile and Location-Based Services

To engage with Australian Swim Schools Association from a mobile device or one of our apps, you may be required to enter some personal information. To view or change certain information, you will be required to sign in to your Australian Swim Schools Association account or you will be required to provide additional security codes.

We may provide mobile apps that can be downloaded to smart phones. These apps have a variety of functionalities that enhance the customer experience. In addition to providing services, our apps may collect personal and Other Information that will be used in accordance with this Statement. We provide a link to this Statement to customers prior to their downloading of any of our apps.

Our mobile apps may use your device's Global Positioning System (GPS) technology to provide you with relevant location-based information. We may also share this information with third parties. We will abide by your device's settings when accessing any geo-location data. To the extent any geo-location data is combined with personal information, that information will be treated as personal information in accordance with this Statement.

For certain events, we may also make available an Event App, which may be downloadable to your web-enabled mobile device. Using these applications, you can view event schedules, order services and shop items, access our websites; access third-party websites, including local attractions and social media; and book a course. To order services, you may be required to enter your name and Swim School name, and you can request order confirmation via SMS messaging. If you request SMS confirmation, you will be required to enter your phone number and carrier. If you book a chargeable item, you will be required to sign in to your Australian Swim Schools Association account or enter your security codes.

Links to Third-Party Websites

Our site and our mobile applications may contain links to third parties' websites. Please note that we are not responsible for the collection, use, maintenance, sharing, or disclosure of data and information by such third parties.

Other third-party websites include social media sites (such as Facebook and Twitter) on which Australian Swim Schools Association or our properties may have accounts or fan pages where you may be able to post information and materials.

If you provide information on third-party sites, the privacy policy and terms of service on those sites are applicable. We encourage you to read the privacy policies of websites that you visit before submitting personal information.

Protecting Personal Information

ASCTA will take reasonable measures to: (i) protect personal information from unauthorized access, disclosure, alteration or destruction, and (ii) keep personal information accurate and up-to-date as appropriate. We also seek to require our affiliates and service providers with whom we share personal information to exercise reasonable efforts to maintain the confidentiality of personal information about you. For online transactions, we use reasonable technology to protect the personal information that you transmit to us via our site.

Unfortunately, however, no security system or system of transmitting data over the Internet can be guaranteed to be entirely secure.

For your own privacy protection, we encourage you not to include sensitive personal information in any emails you send to us. Please do not send credit card numbers or any sensitive personal information to us via email.

We will not contact you by mobile/text messaging or email to ask for your confidential personal information or credit card details. We will only ask for your confidential personal information or credit card details by telephone when you are making a purchase instigated by you over the telephone. We will not contact you to ask for your ASCTA account log-in information. If you receive this type of request, you should not respond to it. We also ask that you please notify us should this occur.

Security of your personal information

Australian Swim Schools Association protects any personal information that we hold about you from misuse and loss. We protect your privacy by restricting access to your personal information to those staff or authorised office bearers who need it, either to process information or to provide you with Registration services. Our staff and office bearers are responsible for handling personal information in accordance with the Privacy Act.

Your personal information may be stored as hardcopy documents, or as electronic data. We maintain physical security over our paper and electronic data stores and premises. We also maintain computer and network security. For example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems.

Australian Swim Schools Association will keep your information for as long as it is needed to provide you with the products and services you have requested from us. We will take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

Our online applications available to members from the website undergo extensive security testing by external professional companies to ensure your data is protected to the highest level against potential hacking. All data transmitted between web browsers and our online applications are protected by encryption.

Changing and Accessing Your Personal Information

If you are a Australian Swim Schools Association Registered Swim School, the information you provided to us at the time of registration may be accessed, reviewed and updated at any time by signing in to your Australian Swim Schools Association profile with your Username and Password.

To the extent required by applicable law, you may be able to request that we inform you about the personal information we maintain about you and, where appropriate, request that we update, correct and/or suppress personal information about you that we maintain in our active database. We will make all required updates and changes within the time specified by

applicable law and, where permitted by law, may charge an appropriate fee to recover the costs of responding to the request. Such requests must be submitted in writing to the following address: Australian Swim Schools Association Protection Information Officer PO Box 12, Bellbowrie QLD 4070 Australia.

To protect your confidentiality, we can only respond to such requests to the email address that you have registered or otherwise provided to us. Please remember that if you make such a request, we may not be able to provide you with the same quality and variety of services to which you are accustomed.

In addition, in some circumstances based on applicable law, you may request that we cease sharing personal information about you with our business partners or that Australian Swim Schools Association cease using personal information about you on the grounds that such personal information was acquired by unjust means or used in violation of law by sending your written request to Australian Swim Schools Association Protection Information Officer PO Box 12, Bellbowrie QLD 4070 Australia. We will seek to honor those requests consistently with applicable law.

Retaining Personal Information

We retain personal information about you for the period necessary to fulfill the purposes outlined in this Statement, unless a longer retention period is required or permitted by applicable law.

Choices – Marketing Communications

If you have given us your contact information (mail address, fax number, email address or phone number), we may want to inform you about our products and services or invite you to events by email, telephone, mobile/text messaging (including SMS and MMS) or post.

If you are a Australian Swim Schools Association Member Swim School, you may receive additional communications from us, third-party news and offers specifically for Australian Swim Schools Association Registered Swim School, and co-branded messages from our business partners. You may change the communications you receive from us by logging on to your online account and managing your subscriptions, or by writing to us (and including your email address) at Australian Swim Schools Association Protection Information Officer PO Box 12, Bellbowrie QLD 4070 Australia.

Please note, however, that if you change the communications you receive from us as described above, we will not be able to remove your personal information from the databases of affiliates, franchisees or business partners with whom we have already shared your personal information (i.e., to whom we have already provided your personal information as of the date of your opt-out request).

If you prefer not to receive email marketing materials from us, you may opt-out at any time by using the unsubscribe function in the email you receive from us. Opt-out requests can take up to ten business days to be effective.

Statement Modifications

We may modify this Statement from time to time. When we make material changes to this Statement we will post a link to the revised Statement on the homepage of our site. You can tell when this Statement was last updated by looking at the link and at the date at the top of the Statement. Any changes to our Statement will become effective upon posting of the revised Statement on the site. Use of the site following such changes constitutes your acceptance of the revised Statement then in effect.

Contact Us

If you have any questions about this Statement or how Australian Swim Schools Association processes your personal information, please contact us by email at info@swimaustralia.org.au or by postal mail to Australian Swim Schools Association, Member Protection Information Officer PO Box 12, Bellbowrie QLD 4070 Australia.

Australian Swim Schools Association Privacy Statement Revisions

As stated above, we may modify this Statement from time to time.