Ultimate Sports Travel *& Events*

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Privacy Policy

In this Privacy Policy, 'us' 'we' or 'our' means T.I.L.T. Corp Pty Ltd (ABN 50 149 240 433) trading as Ultimate Sports Travel & Events. We are committed to respecting your privacy. Our Privacy Policy sets outs out how we collect, use, store and disclose your personal information. We are bound by the Australian Privacy Principles contained in the Privacy Act.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

This privacy policy applies, among other things, to your use of this website. If you do not accept this privacy policy, you must not use this website.

Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details. It may also include financial information, including your credit card information.

We may ask you for personal information and travel preferences of other people, for example, your travel companions, in order for us to provide our products and services. If you are providing this information, you must obtain their consent prior to providing it to us and must ensure that they have read and consent to this Privacy Policy. Your account will allow you to view or change the information of any travel companions (subject to our Terms and Conditions).

Where lawful and practical, you have the right to remain anonymous or to make use of a pseudonym, however if you choose to remain anonymous or to use a pseudonym, we and our third party contractors and merchants may not be able to provide you with access to some or all of our products or services (including travel products and services).

Collection of Personal Information

We may collect the following types of personal information:

- name;
- billing, mailing and/or street address;
- email address;
- telephone number and other contact details;
- age or date of birth;
- gender;
- credit card information;
- passport, visa, driver's licence details, travel documentation and other forms of personal identification;
- travel itinerary details, travel, accommodation and location details;
- health and medical information;
- insurance details;
- your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
- details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or app or indirectly through your use of our website or app or online presence or through other websites or accounts from which you permit us to collect information;
- information you provide to us through customer surveys; or

- any other personal information that may be required in order to facilitate your dealings with us.

We may collect these types of personal information either directly from you, or from third parties. We may collect this information when you:

- register on our website or app;
- complete registration or enquiry forms, order any products or services from us, participate in message boards, blogs and/or any other user generated content facilities or send emails to us;
- request, book and confirm services and products (including in relation to travel) from us and/or any of our related bodies corporate, agents, suppliers, contractors and/or merchants;
- communicate with us and/or any of our related bodies corporate, agents, suppliers, contractors and/or merchants through correspondence, chats, email, or when you share information with such persons from other social applications, services or websites; or
- interact with the sites, services, content and advertising of us and/or any of our related bodies corporate, agents, suppliers, contractors and/or merchants.
- Please do not submit your personal information to us if you do not wish for us to collect it.

Sensitive Information

Some personal information (e.g. race, ethnicity, health information etc.) is sensitive and requires a higher level of protection under the Privacy Law. We will not generally collect any sensitive information from you which we consider are unnecessary to our products and/or services. We will only collect such sensitive information when we have your express consent for us to do so and the collection is reasonably necessary for us to provide our products and/or services (for example, where specific travel restrictions or requirements apply) or pursue one or more of our functions or activities, or where the information is required or authorised by law or necessary for the establishment, exercise or defence of a legal claim.

Why do we collect, use and disclose personal information?

We may collect, hold, process, use and disclose your personal information for the following purposes:

- to enable you to access and use the services and products (including in relation to travel), website, and applications of us or any of our related bodies corporate, agents, suppliers, contractors and merchants;
- to operate, protect, improve and optimise services and products (including in relation to travel), website, applications, business and user experience of us and/or any of our related bodies corporate, agents, suppliers, contractors and/or merchants, such as to perform analytics, conduct research and for advertising and marketing;
- to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- to send you or otherwise allow you to view, update or correct any information held by us that you have provided to us including on behalf of other persons such as travelling companions;
- to send you marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our business partners that we think you may find interesting;
- to request, book and confirm services and products (including in relation to travel) from us and/or any of our related bodies corporate, agents, suppliers, contractors and/or merchants;
- to administer rewards, surveys, contests, or other promotional activities or events sponsored or managed by us or our business partners;
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties;
- for the purpose of providing you with our website services and developing our business;
- to personalise your visits to our website and developing the design and style of our website to improve the services provided to you;
- to informing you about the latest changes to our website, products, services or promotional offers that you might find interesting;

- for communicating (and personalising such communication) with you;
- in order to enable you to share our content with others, for example, by using an 'Email a friend' or 'Share this' functionality' feature; and/or
- carrying out technical and statistical analysis to measure the performance of our services and the Site.

We may also disclose your personal information to a trusted third party who also holds other information about you. This third party may combine that information in order to enable it and us to develop anonymised consumer insights so that we can better understand your preferences and interests, personalise your experience and enhance the products and services that you receive.

Do we use your personal information for direct marketing?

We and/or our related bodies corporate, agents, suppliers, contractors and/or merchants may send you direct marketing communications and information about our service and/or products (including in relation to travel). This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt-out of receiving marketing materials from us by contacting us using the details set out below or by using the opt-out facilities provided (for example, an unsubscribe link).

Sharing Your Personal Information

We may disclose personal information for the purposes described in this privacy policy to:

- our employees, related bodies corporate, agents and contractors;
- our third party suppliers, merchants and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you);
- professional advisers, dealers and agents;
- payment systems operators (e.g. merchants receiving card payments);
- our existing or potential agents, business partners or partners;
- our sponsors or promoters of any competition that we conduct via our services;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

We may share information about you with suppliers that we engage to help us provide certain services and/or functionality – for example online payment processing. We will use commercially reasonable endeavours to take steps to control and be responsible for the use of your information by such suppliers.

We reserve the right to disclose your personal information to comply with applicable laws and government or regulatory bodies' lawful requests for information.

We may transfer, sell or assign any of the information described in this privacy policy to third parties as a result of a sale, merger, consolidation, change of control, transfer of assets or reorganisation of our business.

Subject to obtaining your consent, we may also supply personal information about you to third parties other than as set out above.

Disclosure of personal information outside Australia

We may disclose personal information outside of Australia to related bodies corporate, employees, agents, contractors and/or merchants, third party suppliers and information technology and cloud services providers located in countries other than Australia, including in Africa, Americas, Asia, Australasia, Europe, Middle East and Oceania, including any nominated country in respect of which you make a booking or travel arrangement.

When you provide your personal information to us, you consent to the disclosure of your information outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles

Using our Website and Cookies

We may collect personal information about you when you use and access our website.

In addition to personal information, we may collect information about you automatically when you visit our website. While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so. If you choose not to receive our cookies, we cannot guarantee that your experience with the Site will be as quick or responsive as if you do receive cookies.

The information collected by cookies and web beacons is not personally identifiable, it includes general information about your computer settings, your connection to the internet, for example, the operating system and platform, IP address, your browsing patterns and timings of browsing on the Site and geographical location.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

Keeping your personal information secure

We may hold your personal information in either electronic or hard copy form. We take the security of your personal information very seriously and will use reasonable commercial endeavours to take reasonable and appropriate steps to have appropriate physical, technical and administrative procedures in place to help protect your personal information from unauthorized access, use or disclosure as required by law in Australia. However, we cannot guarantee the security of your personal information.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

Access to Personal Information

To access your personal information held by Ultimate Sports Travel & Events, please reach out using the contact details provided below. While we strive to provide access to all your personal information, there may be instances where complete access is not feasible, such as when other individuals' privacy rights, trade secrets, commercially sensitive information or legal professional privilege are involved. In such cases, we will explain the reasons for such limitations. Identity verification may be required for accessing your personal information.

Rectification of Inaccuracies

Should you find any inaccuracies in the personal information we hold about you, kindly inform us, and we will take appropriate steps to rectify them promptly.

Subject Access Requests (SAR)

If you wish to make a Subject Access Request (SAR) to:

access, update, modify, rectify, erase, object to, or obtain a copy of your personal information;

restrict or cease our use of your personal information, including withdrawing any prior consent you provided; or

request a copy of your personal information in a machine-readable format or have it transmitted to another controller, if processed based on your consent or contractual necessity,

please contact us using the details in the Contact Us section below.

We will acknowledge your request and aim to process it within the timelines stipulated by privacy laws, typically within one month. For complex requests or where permitted by law, this timeframe may be extended, and we will inform you accordingly.

Exemptions and denial of access

We retain the right, as allowed by applicable laws, to deny access in certain circumstances, such as matters related to national security, corporate finance, and confidentiality. Should access or correction be denied, we will provide written explanations unless deemed unreasonable, noting the request and denial in our records as required by local privacy and data protection laws.

Access and rectification complaints

If necessary, you can lodge a complaint with the relevant supervisory authority, such as the Office of the Australian Information Commissioner (OAIC). Any further correspondence regarding your request should be directed in writing to the Chief Privacy Officer specified in the Contact Us section below.

Your Responsibilities

You are obligated to provide accurate information and agree to update it when necessary. In the absence of updates, we assume the submitted information is correct unless notified otherwise.

Identity Verification and Fees

For identity verification and security purposes, we may request a copy of a valid identification document. Subject to applicable laws, we reserve the right to charge a reasonable administrative fee for manifestly unfounded or excessive requests and for additional copies of your personal information.

Data Retention

Your personal information may be retained for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements. The retention period may vary depending on the nature of the data and legal requirements.

Making a Complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact Ultimate Sports Travel & Events via info@ultimatesportstravel.com.au . Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time.

If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take. Under the Privacy Laws you may complain to the Office of the Australian Information Commissioner about the way we handle your personal information.

The Commissioner can be contacted at:

GPO Box 5218
Sydney NSW 2001
Australia
Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Website: www.oaic.gov.au

Changes to this Privacy Policy

If we change this privacy policy, we will post the revised privacy policy here with an updated effective date. If we make significant changes to the privacy policy, we may also notify you by other means such as sending an email or posting a notice on our home page.

Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Privacy Officer

64 Bradman Rd, Menai NSW 2234 Australia

OR PO Box 307, Menai Central NSW 2234 Australia
Phone: 0418 679 866