

# Elevate Netball Pty Ltd Privacy Policy 2025

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## Elevate Netball Pty Ltd Privacy Policy

Effective Date: 27/12/24

At Elevate Netball, we value the privacy of our customers, users, and website visitors. This Privacy Policy outlines the types of personal information we collect, how we use it, and the steps we take to protect your privacy. By using our website, services, or products, you agree to the collection and use of information in accordance with this policy.

## 1. Information We Collect

We may collect the following types of personal information:

### A. Personal Identifiable Information (PII)

- Name
- Email address
- Postal address
- Phone number
- Payment information (e.g., credit card details)
- Date of birth (if necessary for certain services)

### B. Non-Personal Identifiable Information (Non-PII)

- IP address
- Browser type and version
- Operating system
- Device type
- Pages visited and time spent on our website
- Referral URL

### C. Cookies and Tracking Technologies

We may use cookies, web beacons, and other tracking technologies to enhance user experience, analyze trends, and improve our services. You can control cookie settings through your browser, but disabling cookies may affect certain features of our website.

## 2. How We Use Your Information

We use the information we collect for the following purposes:

- **To provide and improve our services:** We use your data to fulfill orders, deliver products, and provide customer support.
- **To personalize your experience:** Information about your preferences and usage helps us tailor our services to you.
- **For marketing and communications:** We may send you promotional emails, newsletters, or offers that we believe may interest you. You can opt out of these communications at any time.
- **For legal compliance:** We may use your information to comply with legal obligations, resolve disputes, or enforce agreements.

### 3. Sharing Your Information

We do not sell, rent, or trade your personal information to third parties. However, we may share your information in the following situations:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our business (e.g., payment processors, shipping companies, or marketing partners). These providers are only authorized to use your information for the purpose of delivering services on our behalf.
- **Legal Requirements:** We may disclose your information if required by law, such as in response to a subpoena, court order, or other legal process.
- **Business Transfers:** In the event of a merger, acquisition, or asset sale, your information may be transferred as part of the transaction.

### 4. Data Security

We take the security of your personal information seriously. We implement a variety of security measures, including encryption, firewalls, and secure servers, to protect your information from unauthorized access, alteration, disclosure, or destruction.

### 5. Your Rights and Choices

You have certain rights regarding your personal information:

- **Access and Correction:** You may request access to the personal data we hold about you and request corrections if the information is inaccurate or incomplete.
- **Deletion:** You may request that we delete your personal data, subject to legal or contractual obligations.
- **Opt-out of Communications:** You can unsubscribe from marketing communications at any time by clicking the "unsubscribe" link in our emails or contacting us directly.
- **Data Portability:** In some cases, you may request a copy of your personal data in a structured, commonly used, and machine-readable format.

## 6. International Transfers

If you are accessing our services from outside Australia (or your local country of residence), your personal data may be transferred to and processed in Australia or other countries where our servers are located. These countries may not have the same data protection laws as your country. By using our services, you consent to this transfer of your data.

## 7. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will post the updated policy on this page and update the "Effective Date" at the top. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

## 8. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

- **Email:** [elevate@elevatenetball.com.au](mailto:elevate@elevatenetball.com.au)
- **Phone:** +61 416 181 491
- **Address:** PO Box 242, Gold coast, Australia

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By using our services, you acknowledge that you have read and understood this Privacy Policy. Thank you for trusting Elevate Netball with your personal information.