

### Your privacy

Inspire Sailfoiling Foundation Pty Ltd is committed to protecting your privacy and personal information. We collect, hold, use and disclose personal information to assist us in carrying on our business, including to provide products and services to you. In this policy we explain how we collect your personal information, how we hold, use and disclose it and what controls you have over it and our use of it.

Keeping your personal information safe and secure is our priority. If you want to access your data or provide feedback on how we're using your personal information, please email us at [jervis.tilly@icloud.com](mailto:jervis.tilly@icloud.com).

### Collection of personal information

Personal information is information that identifies you or from which you may reasonably be identified. The types of personal information that we may collect about you includes:

- name, gender, date of birth and age;
- contact details, including personal and business addresses, email addresses and telephone numbers;
- details of people who we reasonably believe support you in your dealings with us (e.g. family members);
- details about your purchases and orders from us and your product and services preferences;
- vehicle and trailer number plate details;
- financial information, including bank and cheque account details and credit card details, and information about your credit history;
- images from video and still photos taken as part of events, providing advice and training.

The main ways we collect personal information about you are:

- if you purchase or order any product or service from us;
- if you contact us, including to make an inquiry regarding our products and services, to make a complaint, to provide feedback, to seek a refund, or to attend an event;
- if you are a supplier or service provider, in connection with the supply of products and services by your business to us;
- if you hire equipment from or through us;
- if you arrange a service or quote;
- if you interact with us via social media platforms;
- if you participate in any competition that we conduct;
- if you undertake any of our induction, safety or compliance processes;
- if you submit an employment application to us.

We may also collect personal information about you from:

- publicly available sources, including from Australian Government agencies (such as the Australian Securities and Investments Commission), internet search platforms and social media platforms, such as Facebook;
- any person authorised to act on your behalf or authorised to provide your personal information to us;
- anyone sharing information with us for loss prevention and/or law enforcement purposes;
- any persons you nominate, if you submit an employment application to us; and

### Use and disclosure of personal information

We use and disclose your personal information in connection with carrying on our business (including to provide products and services to you).

We may use your personal information:

- to charge you for products and services we provide to you and to prepare invoices and sales records for such purchases;
- to provide advice regarding our products and services to you (or arrange for others to do so at our request);
- to deliver our products and services to you and others;
- to consider feedback and complaints that you may make to us;
- to provide refunds and exchanges;
- to promote and advertise our products and services (including by including your feedback in our advertising) and to undertake competitions and events;
- to undertake product recalls;

- to monitor our sales of products and services and for quality control purposes, including undertaking customer surveys and analysis, or seeking feedback from customers;
- to assist in determining your product or service preferences;
- in the case of our suppliers or service providers, to manage the provision of products and services to us;
- to assist us to develop and deliver new products and services;
- to assist us in ensuring security, health and safety and customer protection where we operate (including boat / car parks, waterways, etc.);
- to recruit our employees or engage contractors;
- for any other purpose disclosed to you at the time the relevant personal information is collected; and
- for purposes directly related to any of the above.

We work with a number of third parties in carrying on our business and may disclose your personal information to:

- third parties to facilitate the provision of products and services to you (including to facilitate repairs and customer recalls), such as to product manufacturers and suppliers, couriers and repairers;
- third parties, if you hire equipment from us which we supply as an agent for that third party;
- marketing, advertising and promotions services providers and event organisers in connection with our marketing, advertising and events;
- third parties who provide other administrative and operational services to us in connection with our business, including for example financial institutions, security services providers, market research or feedback collection companies, IT service providers, payment processors and collectors, mailing houses and card manufacturers;
- our professional advisers, where required to enable any such adviser to provide services to us;
- third parties necessary to assist us in investigating and preventing any potential, suspected or actual breaches of law or fraudulent activities;
- third parties who we share information with for loss prevention and law enforcement purposes, in investigating and preventing any potential, suspected or actual breaches of law or fraudulent activities;
- law enforcement agencies, government agencies or other third parties, where required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process);
- other persons disclosed to you at the time the relevant personal information is collected

### **Security and storage**

We will take reasonable steps to protect the security of your personal information that we hold, including both paper and electronic records.

No data transmission over the internet can be guaranteed to be secure. As a result, we cannot ensure or warrant the security of any personal information transmitted by you to us over the internet.

### **Accessing and correcting personal information, questions and complaints**

You have the right under applicable privacy legislation to request access to, and correction of, personal information about you held by us, at no cost to you.

We may require you to verify your identity at the time you request access to, or correction of, your personal information so that we can ensure your personal information is disclosed only to you.

We will respond to any requests for access or correction within a reasonable time.

If we refuse to provide you with access to the personal information held about you, or if we refuse to correct that information, we will provide reasons for such refusal. If you object to the refusal, you may make a complaint. We will promptly investigate any complaint you make to us and attempt to resolve that complaint. Please contact us at [jervis.tilly@icloud.com](mailto:jervis.tilly@icloud.com).

If you are not satisfied with our proposed resolution of your complaint, you may, contact the Office of the Australian Information Commissioner to resolve that complaint:

Office of the Australian Information Commissioner  
 Website: [www.oaic.gov.au](http://www.oaic.gov.au)  
 Phone: 1300 363 992

### **Changes to this policy**

We may update this policy from time to time. We may let you know of significant changes to this policy by contacting you directly or posting a notification on our website/apps. The current version of this policy will always be available and was last updated in January 2024.