



Aligned Leisure –Privacy Collection Notice - Narooma Swimming Centre Membership Application Form

Date of last revision: May 2025

Aligned Leisure Pty Ltd (ABN 58 608 613 350) (**we, our, us, Aligned Leisure**) partners with local government authorities and schools (**Partners**) to manage key aquatic, sports, leisure and theatre facility assets and delivers broad-based community programs (**Services**).

About this Privacy Collection Notice

We understand the importance of being open and transparent with you in the way in which we collect, store, use and share your personal information. We take protecting your privacy rights very seriously and we strongly encourage you to read this notice so that you understand and are comfortable with how we handle your personal information.

Who does this Privacy Collection Notice apply to?

This Privacy Collection Notice applies if you are:

- a member (**Member**); or
- a prospective member (**Prospective Member**),

and you engage with any of our facilities (in person, via phone or online) to:

- register for a membership; or
- register for class packs.

Any reference to **you** or **your** is a reference to a Member or Prospective Member (as relevant).

This Privacy Collection Notice also explains how we use personal information about your emergency contact.

What personal information do we collect and how do we collect it?

Personal information	How do we collect this information?
Personal and contact details This may include your: • full name; • date of birth; • gender • address; • email address; • phone number; • emergency contact details (including their name, number and relationship with you) • concession card expiry (if applicable); • Fitness Passport (if applicable); and • bank account or debit / credit card details.	If you are a Member, or Prospective Member (this includes creating a guest account), we will collect your personal information that you provide us in completing the membership or guest account form (as appropriate). This includes your full name and contact details, gender and other personal details you provide us (such as bank account or debit / credit card details). We collect this either online via our facility's page or in-person. We also collect contact information such as name and phone number of emergency contacts when you sign up as a Member or Prospective Members. You should speak with your emergency contact and confirm they are comfortable being listed as your emergency contact before providing their information to us.
Information about your health and fitness This may include your: • health information; and • any medical requirements or conditions.	When you sign up for a membership or guest account, we will collect the information you input regarding your health and fitness (such as any medical conditions). <i>Health and fitness information we collect when you request a service using fitness equipment</i> We may also collect your health and fitness information (including sensitive information such as your body composition analysis) from some third-party equipment providers when you use certain machines at our facilities and request this service. <i>Health and fitness information we do not collect when you use other fitness equipment</i> If you use a third-party machine or piece of equipment that collects information such as your performance metrics (eg heart rate, calories burnt) or user preferences (eg goals) or you input your personal information into such a machine, Aligned Leisure does not collect this information.
Online and digital services information This may include information collected from you electronically, which includes information such as your IP address and details about your device.	When you register online (either for a membership or guest account) we may collect information from you electronically (through online technologies). In some cases this may be personal information and other times we cannot identify you.

Photographs or video recordings We may collect camera surveillance information which includes photographs or video recordings of you. We may take photographs or video recordings of you during pre-planned activities.	When you use our facilities, we collect this information via camera surveillance (eg CCTV) for safety purposes. When you use our aquatic facilities, we may also use lifeguard surveillance technology to collect this information for lifeguarding. We may use photographs or video recordings of you taken during activities for our promotional purposes (eg to advertise a service or the facility). Where practicable, we will seek your consent to taking the photo or video recording.
Location information We may collect location information and timing about you each time you use your membership pass/fob when you enter, exit and move within our facilities.	We collect this information as part of our attendance data and also for safety and operational purposes.

Why do we collect, store and use personal information provided to us?

We will collect and use personal information for the purpose of:

- processing and administering your membership, including to review your compliance with membership terms and conditions;
- providing you with our Services at one of our facilities;
- identifying you, confirming your appointment and admission to our facilities;
- communicating with you about your membership or services;
- improving our Services, and your experience with us;
- promotional materials (eg to advertise a service or facility);
- managing fees and administer billing in relation to your membership or guest account including any refunds;
- handling and responding to any complaints made;
- contacting your emergency contact in the event of an emergency;;
- maintaining the security of our facilities;
- managing, monitoring, planning and evaluating our services;
- our record-keeping and audit requirements; and
- complying with our contractual obligations with our Partners.

We may also use your personal information to aggregate this information and conduct data analytics activities (to help us understand trends in behaviour and improve our services).

How is your personal information used for marketing purposes?

We may use and disclose your personal information for marketing purposes, and you consent to us (or our third party providers acting on our behalf) communicating with you via email, SMS or social media, to promote the facilities and special offers and promotions or other services (including to let you know about other services or promotions you may be interested in).

Important points regarding opting out

You are always in control of the direct marketing communications which you receive and can opt-out at any time. Generally, you can opt-out by following the relevant opt-out or unsubscribe instructions in the relevant communication (such as email or SMS message).

You can also contact us using the detail set out below to tell us you would like to stop receiving direct marketing communications from us.

Importantly, regardless of whether you opt out from receiving any or all direct marketing communications, we will still communicate with you if we are required by law to provide you with information, or in relation to the services we are providing you with (for example, sending you an invoice in relation to a transaction).

Who will we share your personal information with?

We may share your personal information with:

- our staff (for example, to schedule a training session with a personal trainer or swim session with a swim instructor);
- our third party service providers and advisors (such as our IT service providers, third party storage providers, marketing and communication agencies and professional advisors and consultants);
- your emergency contact in the event of an emergency and we need to contact them;
- medical professional and / or emergency services in the event you have a medical emergency or require medical attention;
- entities we do business with (for example, to provide you with special offers and promotions);
- our Partners, in order to comply with our contractual obligations with our Partners; and
- any law enforcement agencies or regulators, or as otherwise required under law.

Will your personal information be transferred overseas?

Please refer to our [Privacy Policy](#) for a list of countries outside of Australia where your personal information may be shared.

What happens if you do not want to provide your personal information?

If you do not provide your personal information, we may not be able to process your membership or guest account request, or provide you with the services.

How can you find out more information?

Please see our comprehensive [Privacy Policy](#) for:

- more detailed information about the way we collect, use, hold and share your personal information
- information about how you can opt out of marketing communications from us;

- details about how you may access or seek correction of your personal information; and
- information about how you may make a complaint about your privacy (including about how your personal information has been handled).

Contact us

You can contact us using the details below:

ALIGNED LEISURE – Narooma Swimming Centre**Email**

naroomaswimcentre@alignedleisure.com.au