



Privacy Policy

1. Introduction

Tennis Excellence (“we”, “our”, or “us”) is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, store and protect your personal information when you interact with our tennis coaching services, website and communications.

By using our services, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

We may collect personal information that you provide to us, including:

- Name
- Phone number
- Email address
- Emergency contact details
- Player information (such as age or skill level)
- Payment information
- Any other information you provide when booking lessons or contacting us

We may also collect limited non-personal information when you visit our website, such as:

- IP address
 - Browser type
 - Pages visited
 - Website usage information
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3. How We Use Your Information

We collect and use your personal information to:

- Schedule and manage tennis lessons or coaching programs
 - Communicate with you about bookings, updates, or changes
 - Process payments
 - Provide customer support
 - Improve our services and website
 - Meet legal or regulatory obligations
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4. Sharing Your Information

Tennis Excellence does **not sell or rent your personal information**.

We may share your information with trusted third parties only when necessary, including:

- Payment processing providers
- Booking or scheduling software providers
- Legal authorities if required by law

These third parties are required to handle your information securely.

5. Data Security

We take reasonable steps to protect your personal information from misuse, loss, unauthorized access, modification or disclosure.

However, no method of internet transmission or electronic storage is completely secure and we cannot guarantee absolute security.



6. Access and Correction

You have the right to request access to the personal information we hold about you and request corrections if it is inaccurate or outdated.

To do so, please contact us using the details below.

7. Cookies and Website Analytics

Our website may use cookies or analytics tools to understand how visitors use our site and improve the user experience.

You can choose to disable cookies through your browser settings.

8. Children's Privacy

For junior players, personal information may be collected from parents or guardians for the purpose of managing coaching programs and ensuring player safety.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated effective date.

10. Contact Us

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

Tennis Excellence

Email: info@tennisexcellence.com.au

Phone: 1300 424 544