

## Love Pickle Club Wellington Limited

### Privacy Policy

As at: 04/02/2026

Love Pickle Club Wellington Limited (“LPCW”, “we”, “our”, “us”) is committed to protecting your privacy and complying with the **Privacy Act 2020**. This Privacy Policy explains how we collect, use, store, disclosure and protect your personal information.

#### Information Collected

1. We will only collect personal information that is **reasonably necessary** to operate our services. We may collect personal information from you including (but not limited to):
  - Your full name
  - Your contact details such as email address and phone number
  - Your date of birth
  - Emergency contact details for you
  - Your membership and booking history with us
  - Payment-related information (processed securely via third-party providers)
  - Photos or videos of you taken at LPCW events or facilities
2. When you purchase a membership or make a booking with us, you consent to the terms of this policy and confirm the accuracy of the personal information we hold. To help us maintain correct and up-to-date information that we store, please let us know of any changes so we can keep your information correct.
3. If you are engaging our services on behalf of a third party such as a minor or employees of a corporate entity, you must only disclose the personal information of a third party to us if you have the right to do so.

#### Method of Collection

4. Information may be collected from you in person or online when you:
  - Purchase a membership
  - Make a booking or register for an event
  - Use our website or booking platform (MatchPoint by Matchi)
  - Contact us directly (email, phone, in person)
  - Attend LPCW events or use our facilities

#### Use of Your Information

5. Your personal information may be used to:

- Manage memberships and bookings
  - Process payments and refunds
  - Communicate important information about sessions, events, or changes
  - Improve our services and member experience
  - Meet legal and regulatory obligations
  - Ensure safety and appropriate facility use
  - Send you information we think may be of interest to you based on your marketing preferences
6. LPCW also may take photos or videos of you within the facility for marketing, social media, promotional material, fundraising or for teaching and research purposes. By entering the facility, you consent to reasonable use of these photos and videos for this purpose. You will not be paid or receive any benefits or royalties for appearing in these photos and videos unless otherwise agreed between you and us. You may opt out by notifying LPCW **in writing**. You understand that these photos and videos may appear in printed or electronic material which we have already published, even if you withdraw your consent after publication.
7. You agree that LPCW owns the copyright and related rights in any photos or videos of you taken within the facility.

#### **Storage & Security of Your Information**

8. We will take all reasonable steps to make sure we comply with the Privacy Act 2020 and to store your personal information safely. We will keep your personal information on file for as long as it is required by law. In particular, your personal information is stored securely in our internal systems, reasonable safeguards are in place to prevent loss, misuse, or unauthorised access of your personal information and subject to paragraph 9 below, access will be limited to authorised LPCW personnel only.
9. Due to the nature of the internet, the processing and transmission of your personal information by us may occur over multiple networks.
10. You are responsible for (meaning we are not liable for) the integrity of your personal information on your systems, networks or any device controlled by you, and for backing up your personal information.
11. Your personal information will only be retained only as long as is necessary for business or legal purposes or is required by New Zealand law. Once your information is no longer required for the above purposes, we will not keep it any longer.

#### **Your Payment Information**

12. Payments are processed through **secure third-party payment providers**. LPCW does **not** store full credit or debit card details.

### **Disclosure of Your Information**

13. We may share your personal information with service providers essential to LPCW operations (e.g. booking, payment, or IT services), where required by law or to protect the safety of members, staff, or the public. All third parties will be required to handle information securely and lawfully.
14. Our website and the MatchPoint by Matchi app may use basic cookies or analytics tools to improve website performance and understand general usage patterns. These do not identify you personally. Once anonymised, we own the data and may use it for our own purposes. This may include making such anonymised data publicly available, provided it is not compiled using a sample size small enough to make your personal information identifiable.

### **Access to & Correction of Your Information**

15. You have the right to request a copy of your personal information we hold and to correct any inaccurate or outdated information. Please contact LPCW using the details below to do so.

### **Changes to This Policy**

16. We will make changes to this policy from time to time as needed, either as we change or are required to do so by law but the most up to date version will be available on site at the Club and on our website.

### **Contact Details**

If you have questions, requests, or concerns about this policy or your privacy, do not hesitate to contact us on:

Email: [support@lovec pickleclub.co.nz](mailto:support@lovec pickleclub.co.nz)

Phone number: 0274614838

Address: 4a Railway Ave, Maidstone, Upper Hutt.

We will endeavour to deal with any complaints or concerns as quickly as we can, but in any event, in accordance with the timeframes and procedures set out in the Privacy Act 2020. Alternatively, a complaint can be made directly to the Privacy Commissioner.