BIGWAVE SKYDIVE

EST 2021 • SHELLHARBOUR

Privacy Policy

BIGWAVE Skydive

Prepared By:
BIGWAVE SKYDIVE

W: bigwaveskydive.com.au

Prepared By:

BIGWAVE SKYDIVE TEAM

Rev A

Revision	September 2026	Comment
A		

We acknowledge the traditional owners of the lands, the Wodi Wodi people of the Dharawal Nation, and pay our respects to the Elders past, present and emerging.

1 PRIVACY POLICY — BIGWAVE SKYDIVE

BIGWAVE Skydive values the trust you place in us when you share your personal information. We are committed to handling that information responsibly and in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained within it.

2 INFORMATION WE COLLECT

You can browse many areas of our website without providing any personal information. However, certain features — including booking enquiries, customer support, and account access — require you to provide personally identifiable information such as your name, contact details, and payment information. We may also collect technical information automatically when you visit our site, including your browser type, operating system, pages visited, and the source website that referred you. This technical data is used internally to understand how visitors use our site and to improve your experience.

3 HOW WE USE YOUR INFORMATION

Personal information collected through our website and booking process is used to manage your booking, provide customer support, process payments, and communicate with you about your experience with BIGWAVE Skydive. We may also use your information to send you updates or offers that we believe may interest you. If our intended use of your information changes in the future, we will only apply those new purposes to information collected after the date of the policy update.

4 DISCLOSURE TO THIRD PARTIES

From time to time, BIGWAVE Skydive may engage third-party service providers to assist with business operations such as payment processing, customer communications, or booking management. These providers are only given access to the information necessary to perform their specific function and are required to handle that information confidentially and in accordance with applicable privacy obligations.

5 YOUR RIGHT TO ACCESS

You have the right to request access to the personal information we hold about you, subject to any exceptions permitted by law. To make a request, please contact us in writing using the details below. We reserve the right to apply a reasonable administrative fee where a request requires significant time or resources to fulfil.

6 UPDATES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The current version will always be available on our website. Continued use of our website or services after any update constitutes your acceptance of the revised policy. If you have concerns about this policy, we encourage you to contact us before using our site.

7 CONTACT US

We welcome any questions or feedback about how we handle your personal information. Please get in touch with us during business hours, Monday to Friday.

Phone: 1300 357 604

Email: info@bigwaveskydive.com.au

Web: bigwaveskydive.com.au