



TUMBLE LAUNDRY LOUNGES PTY LTD

Collection Notice

Effective: 10 October 2026

Version: 1.0

tumble.club/privacy

1 About this notice

This Collection Notice explains how **Tumble Laundry Lounges Pty Ltd** (ABN 78 629 634 635), trading as **The Tumble Club** ("we", "us", "our"), will handle your personal information.

This notice applies to personal information collected:

- as part of our laundromat services; and/or
- in connection with The Tumble Club Wash Club Membership Program ("Program").

2 How we collect personal information

Where practical, we collect personal information directly from you.

However, we also collect personal information from our service providers, for example, our payment provider TangerPay passes us information about transactions you have made with us.

3 Why we collect, hold, use or disclose it

We collect, hold, use or disclose your personal information to:

- provide and administer your membership and our laundromat services;
- communicate with you if you register to become a Tumble Club member, which includes sending you messages via SMS and/or emails informing you of Tumble Club news, updates, promotions, offers and rewards;
- improve our services, machines and customer experience;
- maintain safety and security (including CCTV); and
- meet our legal and regulatory obligations.

You do not need to provide your personal information to receive our laundromat services. However, if you do not provide your information, we will be unable to provide additional features to you, for example, we will be unable to notify you when your wash is complete or provide membership benefits and promotions to you.

We do not sell, rent or trade your personal information, and we do not use it to send you third-party marketing.

4 Who we share it with

We disclose personal information only as needed to run our business, to service providers who handle it on our behalf under confidentiality and data protection obligations. These include our **payment provider** (TangerPay), our **customer relationship and data platform** (Salesforce, including Salesforce Data Cloud), and **third-party service providers** who support our operations.

We also work with **advertising and attribution providers** so we can show you our own ads on other platforms and measure whether they work. Further information can be found in our [Privacy Policy](#).

5 Overseas disclosures

Our core customer records are held in **Salesforce's Australian data region**. However, some of our service providers store or process personal information outside Australia. Based on those providers' data handling terms, this is **principally in the United States**, and some providers use global sub-processors that may also process data in other countries, which can include countries in the European Economic Area, the United Kingdom and Singapore.

6 Privacy policy

Our [Privacy Policy](#) contains information about:

- how you may access personal information about you;
- how you can seek the correction of such information; and
- how you may make a complaint about a breach of the Australian Privacy Principles.

7 Contact

The Tumble Club · Privacy enquiries

Tumble Laundry Lounges Pty Ltd · ABN 78 629 634 635

Email support@tumble.club

Phone 1300 TUMBLE (1300 886 253)

Web tumble.club



End of Collection Notice · Version 1.0