



TUMBLE LAUNDRY LOUNGES PTY LTD

Privacy Policy

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Version: 1.1

tumble.club/privacy

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1 About this policy

This Privacy Policy explains how **Tumble Laundry Lounges Pty Ltd** (ABN 78 629 634 635), trading as **The Tumble Club** ("we", "us", "our"), collects, uses, discloses and protects your personal information. We collect and handle personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

This policy applies to the personal information we handle through our laundromats, our app and website, and the Tumble Club Wash Club Membership Program.

2 Personal information we collect

Members and customers

Depending on how you interact with us, we may collect:

Contact details	Name, mobile number, email address.
Your birthday	The day and month only. We do not collect your year of birth, so we do not hold or calculate your age.
Membership details	Your membership status, preferences, and history of welcome offers and rewards.

Transaction and usage information	The machines you use, wash and dry cycles, dates, times, locations, and amounts paid.
Payment information	Processed by our payment provider (see section 5). We do not store full card numbers ourselves.
Communications	Records of your contact with us (for example, support enquiries) and your communication preferences and opt-outs.
CCTV footage	Our laundromats are monitored by CCTV for safety and security. Signage is displayed on site.
Website and app information	Device and usage data, and cookies (see section 10).

Employees, candidates for employment and referees

Depending on your relationship with us, we may collect:

Contact details	Name, telephone number, email address, postal address.
Employee information	Pay information, leave, employment benefits, financial institution, medical certificate and relevant health information, tax information, and information about superannuation.
Information included in your resume	Employment history, education history and skills.
Third party contacts	Emergency contacts and referees, including their opinion about you.

Suppliers

Contact details	Name, telephone number, email address, postal address.
Employment information	Organisation, position.
Business records	Billing information and information about goods and services provided.

Except in relation to our employees, we generally do **not** collect sensitive information (such as health information). If we ever need to, we will ask for your consent unless the law permits otherwise.

3 How we collect personal information

We collect personal information:

Directly from you	When you join the membership program (at a kiosk, in-store, on our website or app, or through a sign-up or competition form), subscribe to email or SMS updates, make a purchase, or contact us.
Automatically	Through our machines, kiosks, app, website and CCTV.

From our service providers

For example, our payment provider TangerPay passes us information about transactions you have made with us.

Where practical, we collect personal information directly from you. If we receive information about you that we did not ask for, we will deal with it in accordance with the APPs.

4 Why we collect and handle your personal information

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

- provide and administer your membership and our laundromat services;
- process payments and deliver receipts and service messages (for example, wash-ready notifications, welcome offer delivery and membership updates);
- send you **membership communications**, including news, updates, promotions, offers and rewards about The Tumble Club and our own services if you have consented to receive these (see section 6);
- run competitions and promotions;
- advertise our own services, and measure whether our advertising works (see section 10);
- improve our services, machines and customer experience;
- maintain safety and security (including CCTV); and
- meet our legal and regulatory obligations.

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

5 Who we generally share personal information with

We disclose personal information to service providers who handle it on our behalf only as needed to run our business and subject to robust confidentiality and data protection obligations.

Our service providers 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. These providers receive website and app activity data rather than your membership records. They are described in section 10.

We may also disclose personal information where required or authorised by law, or to protect the safety of people or property.

6 Direct marketing and your choices

As part of your Tumble Club membership, we send you **membership communications** about the Program and our own laundry services, including news, offers, promotions and rewards.

Email	We send these to members of the Tumble Club Wash Club Membership Program.
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SMS	We send promotional SMS as part of your membership. You can stop them at any time by replying STOP .
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Service and membership messages such as wash-ready alerts are separate and continue regardless.

We may also send you promotional communications via email or SMS if you have subscribed to receive information from us without becoming a member.

You can opt out of promotional communications at any time. Use the unsubscribe link in any email, reply **STOP** to any promotional SMS, or contact us (section 12). We process opt-out requests promptly. Opting out does not affect your membership or the service and membership messages we send to run it.

7 Our service providers

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. Where we disclose your information overseas, we take reasonable steps to ensure it is handled consistently with the Australian Privacy Principles.

8 How we store and protect the personal information we hold

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. This includes access controls, secure systems and provider due diligence. No system is completely secure, so we cannot guarantee absolute security. We comply with the Notifiable Data Breaches scheme and will notify you and the OAIC of an eligible data breach as required.

9 How long we keep your personal information for

We retain the personal information we collect only for as long as reasonably necessary for the purposes described in this policy, including to provide our services, manage memberships, resolve disputes, and meet legal, tax and accounting obligations. When personal information is

no longer required, we take reasonable steps to destroy it or permanently de-identify it, unless we are required or permitted by law to retain it.

10 Cookies, analytics and advertising

Our website and app use cookies and similar technologies to operate the site, remember your preferences, understand how the site is used, and advertise our services.

This includes **cross-site advertising and attribution tools**, which let us show you Tumble Club ads on other platforms and measure whether they worked. We currently use **Google** (Analytics, Tag Manager and Ads), **Meta**, **TikTok**, **Pinterest** and **AdsWizz**. These providers may receive information such as device identifiers, IP address, and the pages and actions you view on our site.

You can manage cookies through your browser settings, and most advertising platforms also offer their own ad-preference controls. Disabling cookies may affect some features of the site.

11 Access and correction

You can ask us for a copy of the personal information we hold about you and ask us to correct it if it is wrong, out of date, incomplete or misleading. Contact us using the details in section 12. We will respond within a reasonable period. If we decline to provide access or correct your personal information, we will explain why.

12 Contact us and complaints

For privacy questions, to access or correct your information, to opt out, or to make a complaint about how we have handled your personal information, use the contact details below.

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

We will acknowledge and investigate your complaint and respond within a reasonable time. If you are not satisfied with our response, you can contact the **Office of the Australian Information Commissioner (OAIC)** at oaic.gov.au or 1300 363 992.

13 Changes to this policy

We may update this policy from time to time. The current version is always available at tumble.club/privacy, and the effective date above shows when it was last updated.



End of Privacy Policy · Version 1.1