

## Tennis SA – Policies and Procedures

### **Privacy Policy**

By purchasing a ticket to the event (designated on your ticket), you consent to the collection and use of your personal information by Tennis SA and the disclosure of that information by Tennis SA for the purposes of ticketing, event management, surveys and marketing including the promotion of the event designated on your ticket, related events, offers from Tennis SA and other Australian Tennis Organisations regarding other events, products and services, and offers from third parties who have a relationship with Tennis SA or other Australian Tennis Organisations about their events, products and services. Tennis SA may also use your personal information for the purposes set out in the tennis [privacy policy](http://www.tennis.com.au/privacy) (located at <http://www.tennis.com.au/privacy>). Where the information is used for marketing purposes you will have the opportunity to 'opt out' which you can do at any time in accordance with the tennis privacy policy. You may contact Tennis SA at [sareception@tennis.com.au](mailto:sareception@tennis.com.au) or PO Box North Adelaide SA 5006 to request access to the information held about you. Tennis SA will collect, store, use and disclose your personal information in accordance with the tennis privacy policy, which also contains information about how you may access and seek correction of your personal information or complain about a breach of your privacy by Tennis SA, and how Tennis SA will deal with that complaint. Tennis SA respects your privacy and may only disclose your personal information to Tennis Australia and other Australian Tennis Organisations and third party service providers, for example, IT service providers. Such third parties may be located overseas.

### **Delivery Policy**

All tickets purchased online will be confirmed via email. All confirmed ticket holders will be placed on the guest list at the entrance to the event. Physical tickets will not be issued unless otherwise advised. If you do not receive a confirmation email, please contact Tennis SA at [sareception@tennis.com.au](mailto:sareception@tennis.com.au) to notify Tennis SA of your preferred email or postal address. Please bring a copy of your confirmation email to the event.

### **Security Policy**

Tennis SA uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Tennis SA or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Tennis SA.

For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au)

### **Refund Policy**

No refunds will be provided on any tickets, or in situations, where the Australian Consumer Law (**ACL**) does not apply. If the ACL applies and you have purchased the tickets, you will be entitled to a full refund if the event (as designated on your ticket) is cancelled, unless it was due to an unavoidable event which includes but is not limited to an act of God, natural disaster, war, sabotage, riot, act of terrorism, national emergency, fire, explosion, power shortage, strike or other labour difficulty (whether or not involving Tennis SA), epidemic, quarantine, government intervention, or plant or equipment breakdown. Without limiting the foregoing, no refunds or other compensation is required to be provided if (a) there is a change to a schedule for the event (as designated on your ticket), or there has been an unavoidable event (as defined above).

If your ticket is lost, stolen or misplaced, Tennis SA will provide you with a replacement ticket or resend your ticket confirmation email.