

The Zu Kite Club

Privacy policy

Last updated October 2026

C.A Botero Orejuela & H Miki trading as The Zu Kite Club (ABN 54 878 340 675), 330 Beaconsfield Parade, St Kilda West VIC 3182.

This policy explains what personal information we collect, why, and how we look after it. We handle your information in line with the Australian Privacy Principles.

What we collect

- Your name, email address and phone number.
- Booking details, such as the lessons, hire or vouchers you buy, dates and payments.
- Information you give us for your safety, such as age, weight, swimming ability and any medical condition, injury, medication or pregnancy you tell us about.
- Your answers to optional questions, such as how you heard about us.
- Website usage information collected through cookies and analytics, such as pages visited, device and browser type.

Why we collect it

- To take and manage your bookings, including contacting you about weather changes and rescheduling.
- To keep you safe during lessons and hire, and to match you with the right equipment and instructor.
- To process payments, refunds and gift vouchers.
- To improve our website and marketing, and to understand how people find us.
- To send you updates or offers, only if you have agreed to receive them. You can unsubscribe at any time.

Who we share it with

We do not sell, trade or rent your personal information. We share it only with service providers that help us run the business, and only as needed:

- Our online booking system (VIKING Bookings), which stores booking data on servers in the Netherlands.
- Our payment provider, which processes card payments. We do not store your card details.
- Our email service, if you subscribe to our emails.
- Google Analytics and Google Ads, which use cookies to measure website use and advertising.
- Our insurer, emergency services or authorities, if there is an incident or we are required by law.

Some of these providers store information outside Australia. We use reputable providers that protect personal information.

Cookies

Our website and booking system use cookies to work properly and to help us understand how people use them. You can block or delete cookies in your browser settings, although some features may not work as expected.

Keeping your information safe

We take reasonable steps to protect your personal information from misuse, loss and unauthorised access. We keep it only for as long as we need it for the purposes above or as required by law.

Access, correction and complaints

You can ask to see or correct the personal information we hold about you, or ask us to delete it where we are not required to keep it. If you have a privacy concern or complaint, contact us and we will respond within 30 days. If you are not satisfied, you can contact the Office of the Australian Information Commissioner at oaic.gov.au.

Contact

info@thezu.com.au · 0405 685 729 · 330 Beaconsfield Parade, St Kilda West VIC 3182