

Privacy Policy for Motion Entertainment Rotorua

Effective Date: 01/09/24



Motion Entertainment Rotorua is committed to protecting your privacy and ensuring your personal information is handled in a safe and responsible manner. This privacy policy outlines how we collect, use, store, and protect your information when you interact with us through our website, booking systems, and other related services.

Information We Collect

We may collect the following types of personal information:

- **Personal Identification Information:** Name, address, email address, phone number, date of birth, and other relevant details required for bookings or enquiries.
- **Payment Information:** When making purchases, your payment details may be collected and processed securely through trusted third-party payment gateways. We do not store credit card details on our systems.
- **Automatically Collected Information:** When you visit our website, we may collect certain technical information such as IP address, browser type, and website usage data through cookies or similar tracking technologies.
- **Communications:** Any communication between you and us, such as email correspondence, social media interactions, or customer service enquiries.
- **CCTV and On-Site Camera Footage:** We use surveillance cameras in public areas of our facility to ensure the safety and security of our guests and staff.

How We Use Your Information

The personal information we collect is used to:

- Process and manage bookings, reservations, and purchases.
- Communicate with you regarding your bookings, upcoming events, and promotions.
- Improve our services and customer experience.
- Send you promotional and marketing materials (with your consent).
- Respond to your enquiries and provide customer support.
- Maintain our website's security and performance.

Sharing of Information

We may share your personal information with third parties in the following circumstances:

- **Service Providers:** We work with trusted third parties who provide essential services, such as payment processing, IT support, and marketing services.
- **Legal Obligations:** We may disclose your information if required by law or in response to valid legal processes (such as a court order or government request).

Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your browsing experience. Cookies help us understand how you use our website, remember your preferences, and improve the website's functionality. You can manage your cookie preferences through your browser settings.

Your Rights

You have the following rights regarding your personal information:

- Access and request a copy of the personal information we hold about you.
- Request the correction of inaccurate or incomplete information.
- Request the deletion of your personal information, subject to certain legal exceptions.
- Opt-out of receiving marketing communications by following the unsubscribe instructions included in our emails.

Children's Privacy

Our services are not directed at individuals under the age of 16. We do not knowingly collect personal information from children. If you believe we have collected information from a child, please contact us to have the data removed.

Release of Rights to Audio, Video, and Photographic Images

By participating in activities at *Motion Entertainment Rotorua*, you ("the Customer") hereby grant *Motion Entertainment* the right and permission to photograph, film, and/or record you and any member of your group, including minors, in connection with activities conducted on our premises. The Customer acknowledges and agrees to the following terms:

1. **Usage of Images and Recordings:**
Motion Entertainment may use any resulting photographic images, audio, or video recordings for any purpose, including but not limited to advertising, promotional materials, social media, and online or print marketing. This use may be in perpetuity and across various media platforms.
2. **No Compensation:**
The Customer and any members of their group will not be entitled to any form of reimbursement or compensation, financial or otherwise, for the use of their images, audio, or video by *Motion Entertainment*.

Changes to This Privacy Policy

We reserve the right to update or modify this privacy policy at any time. Any changes will be posted on this page with the updated effective date. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

Thank you - From the Motion Team

