



## Privacy Policy

### Introduction:

Welcome to Bay Bouncy Castle Hire, the owner and operator of this website. We highly value your privacy while using the Internet, and our goal is to ensure a satisfying and secure online experience for you.

To promote transparency and your understanding of our practices, it is important that you fully comprehend our policy and the terms and conditions governing the collection and usage of information. This privacy statement reveals the details of the information we gather and how we utilize it.

### Who should be reading this Safety Guide?

The hirer/supervisor of the equipment, as well as the operator should be reading this information. Please ensure you completely understand this information and the safety pack prior to commencement of use. Any questions, please do not hesitate to contact BBCH with questions.

### Glossary:

**Device:** Any equipment hired out by Bay Castle Hire (Eg. Inflatable Bouncy Castle, Ball Pits, Metal Detector).

**BBCH:** Bay Bouncy Castle Hire

**Hirer/Supervisor:** Client who has hired the equipment, Adult Supervisor present while equipment is at event.

**Operator:** Staff Member present during event hire.

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#### 1. Types of Information Gathered and Tracked by Bay Bouncy Castle Hire

At Bay Bouncy Castle Hire, we collect two categories of information from our users:

1. Voluntary Submissions: We collect information that users choose to provide through optional and voluntary submissions. These submissions may involve requesting additional information about our products or services. It is crucial to note that Bay Bouncy Castle Hire never discloses any individual user's information to third parties.

2. Aggregated Tracking Information: We gather data through aggregated tracking information, primarily obtained by monitoring page views across our websites. This information enables us to better customize our content according to the needs of our readers. Just like with voluntary submissions, Bay Bouncy Castle Hire does not disclose any individual user's information to third parties.

## **2. Methods of User Information Gathering by Bay Bouncy Castle Hire**

We offer the following free services that require users to voluntarily provide personal information:

- "Get a Quote" Form Submission: Users can choose to enter their details to receive further information regarding pricing for our products or services. The information obtained from this form is used to identify users' needs and provide contact information for further communication as specifically requested.
- "Contact Us" Form Submission: Users can choose to request additional information or ask questions directly through our online inquiry form. The information collected from users will be used solely to contact these individuals and provide answers to their inquiries, without any other purpose.
- Rentle.io shopfront for booking/hires.
- Hire Hub Platform to manage your booking, send weather updates and instructions of hire.

## **3. Children's Privacy**

In compliance with the Federal Children's Online Privacy Protection Act of 1998 (COPPA), we never knowingly request personally identifiable information from anyone under the age of 13 without obtaining parental consent. We will ask you to sign a media release to use media for our website, socials and promotional material.

## **4. Tracking User Behavior**

Bay Bouncy Castle Hire tracks user traffic patterns across all our websites. However, we do not associate this information with data about individual users. We analyze overall usage statistics based on a user's domain name, browser type, and MIME type, which are derived from the browser string (information present in every user's browser). This tracking information allows us to understand user preferences and improve our service accordingly. We do not track individual users' reading activities; our focus is on the overall performance of each page.

## **5. Use of Cookies**

We may place a text file known as a "cookie" in your computer's browser files. The cookie itself does not contain personal information, but it helps us establish a connection between your usage of this site and information that you have knowingly provided. It is important to note that a cookie can only contain personal information that you supply yourself, and it cannot access data from your hard disk or read

cookies created by other websites. Bay Bouncy Castle Hire uses cookies to track user traffic patterns, as explained earlier.

You have the option to decline cookies by disabling them in your browser settings. If you have enabled a warning message for cookie acceptance, you will receive a notification with each cookie. It is not mandatory to enable cookies to use this site, except when actively participating in message boards, forums, polling, and surveys, where cookies are required.

## **6. Information usage**

At Bay Bouncy Castle Hire, we utilize the information provided voluntarily by our users to enhance their experience within our network of sites. We may use this information to establish contact through phone or email, fulfilling users' requests for information, offering interactive or personalized elements on our sites, and to improve future content based on user interests.

As previously mentioned, we employ the information provided by users to generate personalized quotes, address inquiries, and offer advice or additional information. Bay Bouncy Castle Hire maintains a strict policy of not sharing personal information with any third parties, including advertisers, sponsors, or partners.

Furthermore, since we do not monitor individual users' browsing habits, advertisers or sponsors cannot identify specific users who have clicked on their advertisements. We uphold the confidentiality of all individual user information, unless required to disclose it by applicable law, valid legal processes, or in order to ensure the personal safety of our users or the general public.

## **7. Information Sharing**

The information described above is utilized by Bay Bouncy Castle Hire to tailor our content to meet your needs and deliver requested information to our users. We do not share any personally identifiable information about individual users with third parties, except when compelled to do so by applicable law, valid legal processes, or to protect the personal safety of our users or the general public.

## **8. Opt-Out Policy**

We provide users with options whenever feasible and practical, including:

- Choosing not to participate in specific interactive areas, thus eliminating the need for us to gather any personally identifiable information.
- Contacting us via email or phone to request the deletion of any correspondence or personal information.

## **9. Your Consent**

By utilizing this site, you hereby consent to the collection and utilization of your information by Bay Bouncy Castle Hire. In the event that we modify our privacy policy, we will promptly update this page to

ensure that you remain informed about the information we collect, how we utilize it, and the circumstances under which we may disclose it.

## **10. Payment Details**