

First Class Matchmaking - Privacy Policy

Last Updated: 3/11/2024

1. Introduction

First Class Matchmaking is committed to protecting your privacy. This Privacy Policy explains how we collect, use, share, and protect your personal information when you use our services. By accessing our website or participating in our events, you agree to the terms outlined in this policy.

2. Information We Collect

We collect different types of information to provide our services, improve user experience, and maintain security:

- **Personal Identification Information:** Name, contact details (email, phone number), age, gender, and profile information provided during account creation.
 - **Matchmaking Profile Information:** Personal preferences, interests, relationship goals, and any additional details you voluntarily share with us.
 - **Payment Information:** Credit card or bank details (collected through secure third-party payment providers) for event tickets or service fees.
 - **Technical Information:** IP address, browser type, device information, and usage data gathered through cookies and other tracking technologies.
 - **Event Data:** Images, recordings, and attendance information from our events, where applicable and with consent.
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3. How We Use Your Information

We use the information collected for various purposes:

- **Service Delivery:** To facilitate matchmaking, arrange events, and tailor introductions based on personal preferences.
- **Communications:** To send event invitations, service updates, promotional materials, and customer support responses.
- **Payment Processing:** To process transactions securely and manage billing.
- **Security and Compliance:** To ensure the safety and integrity of our services, prevent fraud, and comply with legal obligations.

- **Marketing:** To create marketing content, including event photography and testimonials (with consent), and to advertise through social media and email campaigns.
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4. Data Security

We take appropriate measures to protect your personal information from unauthorized access, loss, or misuse. Our website uses encryption technology, and we regularly review our security practices to safeguard your data. However, no system is completely secure, and we cannot guarantee absolute security.

5. Data Retention

Your data will be retained as long as necessary to fulfill the purposes outlined in this policy. When no longer needed, data will be securely deleted or anonymized, except where retention is required by law.

6. Privacy Rights

You have the following rights regarding your personal information:

- **Access:** You can request a copy of the personal information we hold about you.
 - **Correction:** You can ask us to correct any inaccurate or incomplete information.
 - **Deletion:** You can request the deletion of your personal information, subject to legal or contractual obligations.
 - **Data Portability:** Request a structured, electronic copy of your data for transfer to another service provider.
 - **Opt-out:** You can opt out of marketing communications at any time by following the unsubscribe link in our emails.
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7. International Data Transfers

We may transfer your personal data to third parties or service providers located outside Australia, in compliance with data protection laws. By using our services, you consent to such transfers. We ensure that all transfers comply with applicable data protection requirements.

8. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your browsing experience and collect data about how our website is used. You can manage your cookie preferences in your browser settings.

9. Data Minimization

We are committed to collecting only the personal data necessary to provide our services effectively. We will regularly review our data collection practices to ensure compliance with this principle and minimize the amount of data retained.

10. Audio/Video Recording Notice

Some events may include audio or video recordings for quality improvement, security, or marketing purposes. By attending, you consent to potential recording, with the understanding that all recordings are handled per this Privacy Policy.

11. Profiling and Automated Decision-Making

We may use automated processes to analyze your data for matchmaking purposes, but we do not engage in automated decision-making that significantly affects you. You have the right to request human intervention if you feel that the outcome of such automated processes is unfair.

12. Marketing Communications

We may use your personal data to send you marketing communications about our services, events, and promotions. You may opt out of receiving these communications at any time by following the unsubscribe instructions included in the emails or by contacting us directly.

13. Advertising and Marketing Practices

We may use your data to tailor marketing efforts, such as emails about upcoming events, newsletters, or promotions. We use third-party providers for these campaigns and ensure compliance with anti-spam laws. You can opt out of such communications at any time.

14. Data Anonymization and Aggregation

In some cases, we may anonymize or aggregate data to conduct research, track usage trends, and improve service delivery without identifying individual users. This data is non-personal and cannot be used to trace back to any individual.

15. Consent to Event Terms

By attending our events, you acknowledge and consent to any specific terms and conditions associated with each event, which may include consent to photography, video recording, or data collection relevant to event safety and satisfaction.

16. Social Media and Public Platforms

We may maintain social media accounts where we post about events and services. If you interact with us on these platforms, your interactions (comments, likes) may be visible publicly, and each platform's privacy policies apply. First Class Matchmaking is not responsible for any third-party data handling.

17. User Account Security

Users are responsible for maintaining the confidentiality of their account information and passwords. You agree to notify us immediately of any unauthorized use of your account or any other breach of security. First Class Matchmaking is not liable for any loss or damage arising from your failure to comply with this security obligation.

18. Liability for Linked Accounts

If you access our services using social media or third-party accounts, we may receive information from these providers. You are responsible for managing your privacy settings on these accounts. We are not liable for data shared through these integrations.

19. Data Breach Notification

In the event of a data breach that compromises your personal data, First Class Matchmaking will notify affected individuals as soon as possible, in compliance with applicable laws. We will provide information on the nature of the breach, potential consequences, and measures taken to address the breach.

20. Policy for Changes in Business Structure

In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal data may be transferred as part of that transaction. We will notify you via email or a prominent notice on our website about any changes in ownership or uses of your personal data, as well as any choices you may have regarding your data.

21. Third-Party Links

Our website or communications may include links to third-party sites. We are not responsible for the privacy practices or content of these external sites and recommend reviewing their privacy policies separately.

22. Minor's Data Policy

Our services are intended for individuals 18 years or older. We do not knowingly collect or solicit information from minors. If we discover that we have collected data from a minor, we will delete it promptly.

23. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the "Last Updated" date at the top.

24. Acknowledgment of Policy

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms. You are encouraged to review this document periodically for any updates or changes.