

Zone Online Membership — Privacy Policy

Applies to the Zone Online Membership beta programme in Australia and New Zealand.

Version 1.0 · 15 September 2026

1. About this policy

This policy explains how we handle personal information in the Zone Online Membership app ("the app"). It applies to everyone who registers for a membership during our beta release in Australia and New Zealand.

The app is operated by P & C Micros Pty Ltd (ABN 37 007 106 407), trading as Zone Laser Tag, of 5/42-44 Garden Boulevard, Dingley Village VIC 3172, Australia ("Zone", "we", "us"). We are the organisation responsible for the personal information described here.

This policy applies only to the Zone Online Membership app. Zone's other websites, systems, and services — including the older Zone Membership system at mygameinfo.com — are covered by the Zone Group privacy policy at lasertag.com/privacy-policy. Where this policy and that one differ, this one governs the app.

Contact us about privacy:

Zone Privacy Officer

P & C Micros Pty Ltd, 5/42-44 Garden Boulevard, Dingley Village VIC 3172, Australia

Email: privacy@lasertag.com

Phone: +61 3 9888 9333

We handle personal information in line with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. For members in New Zealand, we also comply with the *Privacy Act 2020* (NZ) and the Information Privacy Principles.

2. This is a beta release

The app is being tested at a small number of participating venues before a wider launch. During the beta:

- Features may change, be added, or be removed at short notice.
- The service may be unavailable at times, and we may end the beta at any point.

- We may need to reset test data. If we reset or delete membership data, we will tell you in the app or by SMS beforehand where we reasonably can.
- We intend to publish an updated version of this policy before the app is released more widely.

3. Who can register, and how profiles work

You must be 16 or over when a profile is created for you in the Zone Online Membership app. If you are under 16, please ask a parent or guardian to speak to the venue — venue play does not require a membership.

Your account is identified by your mobile number, and an account can hold more than one profile, so that people in a household can share one membership using one mobile number. Each profile is a person: it has its own alias, its own Member ID, its own points and items, and optionally its own date of birth and health information.

Because each profile is a person:

- when a profile is created, or an older account is imported as a profile, the person doing so confirms that the profile holder is 16 or over; and
- the person who sets up the account accepts the Terms of Use for the account, and is responsible for ensuring that each person whose profile they add knows how their information is handled under this policy.

The Health features are available only on a profile whose date of birth shows the person is 18 or over.

If you move a profile to another account or mobile number using the transfer feature in the app, the profile and everything attached to it — its alias, Member ID, points, items, cards, health information, and game history — move with it. Nothing about the profile is copied or left behind on the old account.

We rely on what you tell us about age and cannot independently verify it. If we become aware that a profile belongs to someone under the required age, we will suspend it and delete information we should not have collected.

4. What we collect

When you register

Information	Why we need it
Mobile phone number	It is your login and your account identity. We use it to send you a one-time code to sign in, and to contact you about your membership.
Alias	Your display name in the app, on venue screens, on leaderboards, and on the public scorecard page described in section 7.
A starter avatar	A picture you choose from our catalogue. It is not a photograph of you.

We work out your country from your mobile number's dialling code. We do not ask for it.

Information you can choose to give us

Information	Why we ask
Date of birth	Only to check that a profile is 18 or over before the Health features can be turned on. We do not use it for anything else today, and we never show it to venues or other members.
Height and weight (18+ only)	Used only in the optional Health features, to estimate activity and energy from your gameplay and show it back to you. See section 6.
Recovery email address	Optional. If you add one and confirm it, we can use it to check it is you and help you back into your membership if you lose access to your mobile number. We use it only for that. We do not use it for marketing or give it to venues.

You do not have to provide any of these. Without a date of birth the Health features cannot be turned on, and without a recovery email address we cannot restore your membership if you lose access to your mobile number; everything else works normally.

If you import an older Zone account

If you had a membership on our older system at mygameinfo.com, you can attach it to a profile by entering that account's email address and password, or its member card code. We check the password against the old system as you enter it and never store it. Your old game history then becomes visible in the app. If you later delete that profile, the link to your old account is removed and the old account can be imported again.

Information we receive from participating venues

When you play, the venue's arena system sends us your results for that game: the date and time, the venue, your scores, accuracy, shots, ranking, and your estimated steps, calories, and distance for that game, along with your alias and card code. Achievements and Action Points are worked out by us from those results, not sent by the venue.

This is information about you that we collect from someone other than you. We are telling you here so that you know it happens, why, and who is involved.

If you use a venue tablet

Tapping your membership card on a tablet at a participating venue opens a 15-minute session on your profile. The system records that a tap happened — a scrambled version of the card number, the profile, and which tablet — and we keep that record for 12 months to detect misuse.

Server logs

Our hosting provider keeps standard server logs for its own operation, including IP addresses, the app or browser identifier, and which request was made.

What we do not collect. The app does not ask for or use your location. There is no analytics or crash-reporting tool in it. We do not collect your email address, except a recovery email address you choose to add, or an old mygameinfo address you enter to import that account. During the beta, we do not ask for payment details in the app — there are no in-app purchases.

5. Why we collect and use your information

We collect and use personal information to:

- create and administer your account and its profiles, and verify it is you;
- record game results, points balances, achievements, and history;
- publish results to venue screens, in-app leaderboards, and the public scorecard page (section 7);
- operate venue loyalty rewards;
- let you obtain and use digital items with your points;
- provide the optional Health features on a profile that has turned them on;
- let you import and use an older mygameinfo account, and move a profile between your own accounts or numbers;
- provide member support and respond to your questions and complaints;
- keep the app secure, prevent fraud and misuse, and deal with reports about aliases and conduct; and
- meet our legal obligations.

We will not use your personal information for a different purpose unless you would reasonably expect it, you have consented, or the law requires or permits it.

6. Health information — height and weight

The Health features are optional, available only on a profile whose date of birth shows 18 or over, and switched off unless turned on.

We treat height and weight as health information, and handle them as sensitive information under Australian privacy law. We apply the same standard to members in New Zealand. That means:

- **We ask for your consent separately.** Accepting the Terms of Use does not turn the Health features on. You give that permission on its own screen, after being shown what we collect and why, and we record the version and the time.
- We use height and weight for one purpose only — to estimate activity and energy expenditure from your gameplay and show it back to you.
- **Only you can see them.** We do not share your height, weight, or those estimates with venues, other members, advertisers, or insurers. They are processed only by us and the service providers that operate the app for us, and

may otherwise be disclosed only where required or permitted by law. Our system refuses any reader other than you. The general activity estimates published with your game results are a different thing: they are not calculated from your height or weight, and they are not private.

- **Turning off and deleting are separate.** Turning the Health features off stops collection and use and keeps your measurements; Delete my health information erases them.
- **For entertainment only, not a medical service.** The Health features are for your interest and enjoyment. The estimates are approximate, are not medical or fitness advice, and are not intended to diagnose, treat, or prevent any disease or condition, or to measure your health or fitness. Do not rely on them for any health decision.

The steps, calories, and distance shown on your scorecard are different.

The arena measures movement during every game, for every player, and estimates steps, distance, and energy from that movement using general population averages. Those published figures are not calculated from any height or weight you have given us for the Health features. They are part of your game results: they appear on venue screens and on the public scorecard page with your scores, whether or not you use the Health features.

The figures inside the Health section are the other thing — calculated from the height and weight you gave us, more accurate, and private to you. The public number is a general estimate from gameplay; the private one is personal to your body. If you would rather no estimate appeared publicly at all, the only way to avoid it today is not to play at a participating venue.

Health features are not available on venue tablets. Height, weight, and the Health dashboard can only be reached in the app on your own phone.

If you withdraw consent, we stop collecting and using height and weight from that point. We keep a record that consent was given and withdrawn, and when, which holds nothing that identifies you.

7. Who can see your information

The public scorecard page — please read this one. Each match has a scorecard page that anyone can open by scanning its QR code or following its link. It is published on the open internet with no login, and it shows each player's alias, avatar, scores, and the estimated steps, distance, and energy the arena measured for that game. In-app leaderboards show your alias and results to other members across all participating venues. There is currently no way to turn either off for an

individual profile. Choose an alias you are comfortable being seen publicly, and do not use your real name if you would rather not be identifiable.

Participating venues. A venue's systems receive your profile identifier, alias, and avatar when you tap your card, and your game results appear on that venue's screens. The venue's older operations system also receives your avatar, equipped items, XP, level, and achievement identifiers. Venues do not receive your mobile number, your date of birth, or your health information.

Our service providers.

- Supabase hosts our database, handles sign-in, and provides our server infrastructure.
- Amazon Web Services hosts and serves the public scorecard website.
- Twilio delivers your sign-in codes by SMS.

They may only use your information to provide the service to us, and may not use it for their own purposes.

Others where the law requires or allows it — for example to a regulator, a court, or where necessary to prevent a serious threat to someone's life, health, or safety.

We do not sell personal information, and we do not disclose it to third parties for their own marketing.

8. Where your information is held, and information sent overseas

Your information is stored outside Australia and New Zealand. Our database is held by Supabase in Singapore, and the public scorecard website is hosted by Amazon Web Services in Singapore. Your mobile number and sign-in code are processed by Twilio in the United States, because Twilio does not offer SMS delivery from an Australian location.

We take reasonable steps to ensure each provider handles your information consistently with the Australian Privacy Principles, including by contract, and we remain accountable to you for it. Neither Supabase nor Amazon may read our database for their own purposes, and Twilio receives only your mobile number and the code it sends you.

Our own team accesses your information from Australia. No other Zone group company accesses it; although the group has companies in the Netherlands and India, member information from this app is not accessed from those countries.

If you are a member in New Zealand, your information is held in Singapore and the United States as described above. Those are not countries New Zealand has recognised as providing privacy safeguards comparable to the *Privacy Act 2020*, so we rely on our contracts with those providers to require comparable protection. You should know that a provider outside New Zealand may not be required by the laws of its own country to protect your personal information in a way that provides comparable safeguards to the *Privacy Act 2020*. You can complain to the New Zealand Privacy Commissioner about our handling of your information regardless of where it is held — see section 14.

If you play at a New Zealand venue, that venue sees the information described in section 7 from New Zealand, whether you are a New Zealand member or an Australian one. The *Privacy Act 2020* (NZ) protects that information, and we require the venue by contract to handle it in line with this policy.

9. How we protect your information

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. These include:

- **One-time code sign-in.** You sign in with a code sent by SMS. There is no password to guess, reuse, or leak.
- **Row-level security.** Our database enforces, on every request, that your records can only be read using your own account key. Health information is refused to every reader except you.
- Encryption of your information in transit and while stored.
- **Limited staff access.** Only the people who need access to run and support the app have it.
- **Verified number changes.** Changing the mobile number on an account requires a code sent to the new number.
- **Verified recovery email.** A recovery email address only works once you have confirmed it from that inbox, and it can only be added or changed after a code sent to your mobile number.

No system is completely secure. If a data breach occurs that is likely to cause serious harm, we will notify affected members and the Office of the Australian Information Commissioner, and the New Zealand Privacy Commissioner where New Zealand members are affected, as required by law.

About your mobile number. Your number is your account identity. Numbers are sometimes disconnected and reissued to someone else. If you stop using a number,

change it in the app or close your membership first, so that nobody else can reach your account. We may close or require re-verification of accounts inactive for 12 months. If you have added and confirmed a recovery email address, we can use it to help you move your membership to a new number; if you have not, we have no way to restore access.

About your membership card. Tapping your card on a venue tablet opens a 15-minute session on your profile. Health information cannot be reached from a tablet at all. Treat your card like a key — anyone holding it can open a session as you. Tell venue staff or us straight away if you lose it.

10. How long we keep your information

When you close your membership, we delete it. There is no waiting period and no grace period. Closing removes your login and everything attached to it in one action, and it cannot be undone — you would need to register again from scratch.

Some things are not attached to your account and survive it:

- Your game results stay exactly as they were, including the alias and Member ID they were recorded under, and remain visible on venue screens, leaderboards, and public scorecard pages. They are no longer linked to any account and the Member ID no longer belongs to anyone — but if you played under an alias that identifies you, that alias stays published. If that matters to you, change your alias before closing your membership.
- A record that consent was given and withdrawn, and when. It holds nothing that identifies a person.
- Venue tablet tap records for up to 12 months, as an abuse trail.
- Any conduct reports you made, with the link to your account removed.

Deleting a single profile removes that profile and its points, items, cards, and health information. An imported mygameinfo profile is unlinked instead, and can be imported again later.

Health information is deleted whenever you ask, without closing anything — use Delete my health information in Account Settings.

Where we must keep information longer to meet a legal obligation — for example a record of a complaint or a safety incident — we keep only what the law requires, for as long as it requires.

11. Accessing, correcting, and deleting your information

You can view and update most of your information in Account Settings, delete your health information there at any time, and use Download my data to get a copy of what we hold on your account as a file.

For anything else, contact the Zone Privacy Officer using the details in section 1. You can ask us to give you access to the personal information we hold about you, correct anything inaccurate or out of date, or delete your membership and the information we hold.

We will respond as soon as we reasonably can, and within 30 days for members in Australia and 20 working days for members in New Zealand. There is no charge. If we refuse access or a correction, we will tell you why in writing and how to complain.

12. Dealing with us anonymously

Wherever it is lawful and practicable, you can deal with us without identifying yourself — for example when you ask a general question about the app.

You cannot hold a membership anonymously. Your mobile number is how we identify you and sign you in. Your alias is a display name only; it does not make your membership anonymous to us, and it is published as section 7 describes.

13. Marketing

We do not send marketing messages during the beta. There is no marketing in the app, we do not use email addresses for it, and there are no marketing preferences to set yet.

When we introduce them, we intend them to be opt-in, for members 18 and over, with a way to unsubscribe in every message — and we will update this policy and ask for your consent before any of it starts. Venue offers, when they exist, are intended to be sent by us rather than by the venue, and venues will not receive your contact details. Venues have no way to message you during the beta, and no tool to request that we do it for them.

Service messages about your membership — sign-in codes, security notices, changes to the Terms of Use — are part of providing the service and are not marketing.

14. Complaints

If you think we have mishandled your personal information, please contact the Zone Privacy Officer first, using the details in section 1. We will acknowledge your complaint within five Business Days and aim to resolve it within 30 days. A Business Day is any day other than a Saturday, Sunday, or public holiday in Victoria, Australia.

If you are not satisfied with our response, you can complain to:

Australia — Office of the Australian Information Commissioner (OAIC).

Online: oaic.gov.au · Phone: 1300 363 992 · Post: GPO Box 5218, Sydney NSW 2001

New Zealand — Office of the Privacy Commissioner.

Online: privacy.org.nz · Phone: 0800 803 909 · Post: PO Box 10094, Wellington 6143

15. Changes to this policy

We may update this policy as the app develops. If we make a change that materially affects how we handle your personal information, we will tell you in the app or by SMS before it takes effect, and where the change requires your consent we will ask for it. The current version is always available free of charge in the app under More → Legal, and at lasertag.com/app-privacy-policy/ so you can read it before you download the app or after you close your membership.

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