



Park500 Privacy Policy

Effective date: 31/05/2026

Organisation: Park500

1. Introduction

Park500 is committed to protecting your privacy and handling your personal information responsibly.

Park500 is a free community fitness event involving running, bodyweight exercise, outdoor movement, volunteering and community participation.

This Privacy Policy explains how Park500 collects, uses, stores, discloses and protects personal information when you:

- visit our website
- register for a Park500 event
- attend or participate in a Park500 event
- volunteer with Park500
- contact Park500 by form, email, social media or direct message
- appear in event photos, videos or social media content
- join a mailing list, waitlist, event list or community update list

By using the Park500 website, submitting your details, registering for an event, volunteering, or attending a Park500 event, you acknowledge that you have read and understood this Privacy Policy.

2. What Personal Information We Collect

Park500 may collect personal information including:

- name
- email address
- phone number
- age or date of birth
- suburb, city or preferred Park500 location
- emergency contact name and phone number
- parent, guardian or responsible adult details where applicable
 - event registration details
 - volunteer registration details
 - participation history
 - attendance records

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- messages, enquiries or feedback you send to us
- photos, videos or audio captured at Park500 events
- social media usernames, comments, messages or interactions
 - health or safety information you choose to provide
- incident report information if an injury, safety issue or emergency occurs

We only collect information that is reasonably necessary for running Park500, communicating with participants, managing safety, coordinating volunteers, improving the event and building the Park500 community.

3. Children and Young Participants

Children are welcome at Park500.

Where children participate, Park500 may collect limited personal information about the child, such as their name, age, attendance, participation and any relevant safety information.

For children under 11, a parent, guardian or responsible adult must accompany the child at all times before, during and after the event.

Where personal information about a child is provided, the parent, guardian or responsible adult confirms that they have authority to provide that information.

Parents and guardians should contact Park500 if they have questions about how their child's information is collected, used, stored or displayed.

4. How We Collect Personal Information

Park500 may collect personal information when you:

- complete an online form
- register for an event
 - join a waitlist
 - join a mailing list
- message us on social media
 - email us
 - attend an event
 - volunteer at an event
- complete a survey or feedback form
- interact with Park500 content online
- appear in photos, videos or event footage
- are involved in an incident, injury, safety matter or emergency



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We may also collect information automatically when you use our website, including technical information such as browser type, device type, pages visited, approximate location, referral source, cookies and website analytics data.

5. Why We Collect Personal Information

Park500 collects personal information to:

- manage event registrations
- communicate event updates
 - confirm attendance
 - coordinate volunteers
- manage safety and emergency contact information
- contact emergency services or emergency contacts if required
 - record and respond to incidents or safety concerns
 - improve Park500 events
 - understand community interest and location demand
 - send relevant updates about Park500
- manage website, social media and digital communications
- promote Park500 through photos, videos and community stories
 - respond to enquiries, complaints or feedback
- comply with legal, insurance, council, operational or safety requirements

6. Event Photography, Video and Media

Photos and videos may be taken at Park500 events for community, promotional, educational and historical purposes.

Park500 may use event images or footage on:

- the Park500 website
 - Facebook
 - Instagram
 - TikTok
 - YouTube
- email updates
 - event recaps
- promotional material
 - media releases

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- community reports
- future event marketing

By attending a Park500 event, you acknowledge that you may appear in photos or videos captured in a public community event environment.

If you do not want to be photographed or filmed, you should notify the Park500 organiser before the event. Park500 will make reasonable efforts to respect this request, but cannot guarantee that you will not appear in wide-angle, crowd, background or public-space footage.

Parents and guardians should notify Park500 before the event if they do not want their child photographed or filmed.

Park500 may remove or avoid using specific images where a reasonable privacy or safety concern is raised.

7. Health, Safety and Incident Information

If an injury, illness, safety concern, behavioural issue or emergency occurs at a Park500 event, Park500 may record relevant information.

This may include:

- name
- contact details
- emergency contact details
- description of the incident
- date, time and location
 - witness details
 - action taken
- injury or health information that is voluntarily provided
 - whether emergency services were contacted

This information is collected to manage safety, respond appropriately, maintain event records, improve future events and comply with legal, insurance or operational requirements.

8. Volunteers

If you volunteer with Park500, we may collect information including:

- name
- contact details
- availability
- preferred volunteer role
- experience or relevant skills

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- emergency contact details
- communications with Park500
- event attendance or role history

Volunteer information is used to coordinate events, communicate with volunteers, manage safety and support event delivery.

9. Website, Cookies and Analytics

When you visit the Park500 website, we may collect technical information through cookies, pixels, analytics tools and similar technologies.

This may include:

- IP address
- browser type
- device type
- pages visited
- time spent on pages
- referral source
- general location data
- interactions with forms, buttons or links

This information helps us understand website performance, improve the user experience, measure community interest and improve Park500 communications.

You can usually disable or manage cookies through your browser settings, although some website features may not work properly if cookies are disabled.

10. Social Media

Park500 may operate social media pages, groups or profiles on platforms such as Facebook, Instagram, TikTok, YouTube, Strava or other community platforms.

When you interact with Park500 on social media, your information may also be collected and processed by the relevant social media platform according to that platform's own privacy policy and terms.

Park500 may see or collect information you choose to make available through social media, including:

- your profile name
- comments
- messages
- reactions



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- tags
- shares
- submitted images or videos

We may use this information to respond to you, manage the community, share event updates, promote Park500 and maintain respectful online spaces.

11. Email, SMS and Community Updates

Park500 may use your contact details to send:

- event updates
- registration confirmations
- location announcements
 - safety information
 - volunteer updates
 - community news
- participation updates
- promotional or partnership updates
- surveys or feedback requests

You may unsubscribe from marketing or promotional emails at any time by using the unsubscribe link, if available, or by contacting Park500.

Some administrative or safety-related messages may still be sent where they are necessary for event participation, event management, safety, legal compliance or operational reasons.

12. Third-Party Platforms and Service Providers

Park500 may use third-party platforms to operate the website, collect registrations, manage emails, store records, run forms, process messages, manage social media, analyse website traffic or host documents.

These may include platforms such as:

- website hosting providers
- form and quiz platforms
 - CRM systems
- email marketing platforms
- social media platforms
- analytics platforms
- file hosting platforms

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- event registration tools
- automation platforms
- cloud storage providers

These providers may store or process personal information on behalf of Park500.

Park500 will take reasonable steps to use reputable providers, but each provider may also have its own privacy policy and terms.

Some third-party providers may store information outside Australia.

13. Disclosure of Personal Information

Park500 may disclose personal information where reasonably necessary to:

- event organisers
- authorised volunteers
- emergency services
- medical responders
- insurance providers
- legal or professional advisers
- council, venue or permit authorities where required
 - technology service providers
 - website, CRM, email or form platforms
- law enforcement or regulatory bodies where required by law
- partners or sponsors, but only where appropriate and not in a way that sells personal information

Park500 does not sell personal information.

Where Park500 works with partners, sponsors or community supporters, personal information will not be shared with them for their own marketing unless you have consented or it is otherwise permitted by law.

14. Storage and Security

Park500 will take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Personal information may be stored in:

- secure digital files
- website systems
- CRM systems

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- form platforms
- email platforms
- cloud storage
- social media message systems
- incident records
- volunteer records

No digital system can be guaranteed completely secure. However, Park500 will use reasonable safeguards appropriate to the nature of the information held.

15. Retention of Personal Information

Park500 will keep personal information only for as long as reasonably necessary for the purpose it was collected, or as required for legal, insurance, operational, safety, record-keeping or community purposes.

Some information may be retained for longer where it relates to:

- incident reports
- safety records
- volunteer records
- legal or insurance matters
- event history
- consent records
- unresolved enquiries or complaints

When personal information is no longer required, Park500 will take reasonable steps to securely delete, de-identify or archive it.

16. Accessing or Correcting Your Information

You may request access to personal information Park500 holds about you.

You may also ask us to correct information if it is inaccurate, incomplete, out of date or misleading.

To request access or correction, contact Park500 using the contact details in this Privacy Policy.

We may need to verify your identity before providing access or making changes.

In some circumstances, we may be unable to provide access to certain information, such as where doing so would affect another person's privacy, create a safety risk, breach legal obligations or reveal confidential information.

17. Complaints and Privacy Concerns



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If you believe Park500 has mishandled your personal information, you can contact us using the details below.

Please include:

- your name
- contact details
- a description of your concern
- any relevant dates, forms, messages or event details

Park500 will review your complaint and aim to respond within a reasonable timeframe.

If you are not satisfied with the response, you may be able to contact the Office of the Australian Information Commissioner or another relevant authority.

18. Links to Other Websites

The Park500 website or social media pages may contain links to third-party websites, platforms, forms, videos, documents or resources.

Park500 is not responsible for the privacy practices, security or content of third-party websites.

You should review the privacy policy of any third-party website or platform you visit.

19. Changes to This Privacy Policy

Park500 may update this Privacy Policy from time to time.

The latest version will be published on the Park500 website or made available through Park500 registration or event channels.

If significant changes are made, Park500 may take reasonable steps to notify participants, volunteers or subscribers.

Your continued use of the Park500 website, registration forms, events or communications after updates are made means you accept the updated Privacy Policy.

20. Contact Park500

For privacy questions, access requests, correction requests, image removal requests, complaints or general privacy enquiries, contact:

Park500

Website: <https://park500.org/park500>

Social media: [FACEBOOK](#) [INSTAGRAM](#)

21. Related Documents

This Privacy Policy should be read together with:

- Park500 Terms & Conditions
- Park500 event safety information

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- Park500 registration form terms
- any event-specific participant information

Website: <https://park500.org/park500>

Social media: [FACEBOOK](#) [INSTAGRAM](#)