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***FITNESS CENTRE***

***PRIVACY POLICY***

May 2014

## PRIVACY POLICY

*Welcome to the Kingborough Fitness Centre.*

*Before signing your Membership Agreement please take the time to read the Centre's following Privacy Policy. We advise you to only sign the membership agreement if you understand and agree with this policy. The information outlined in this policy can / will be used in the event of a problem.*

*By signing the Membership Agreement you are agreeing to the terms and conditions contained within this policy.*

### **A. Statement of Commitment**

The Kingborough Fitness Centre is committed to protecting your privacy and any personal information we collect. This policy explains how we may collect, use, disclose and otherwise handle personal and sensitive information.

The Kingborough Fitness Centre is committed to safeguarding personal privacy. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise.

For the purposes of this Privacy Policy personal information may mean some or all of the following: a member's name, contact details, date of birth, emergency contact details, bank account and/or credit card details, student identification details, employment details, payment history and sensitive information.

### **B. Collecting personal information**

The Kingborough Fitness Centre will not collect or monitor any personal information about an individual without their consent. The only personal information collected is that which is provided voluntarily by a member or prospective member.

We collect personal information to enable us to provide members with our services. The Kingborough Fitness Centre may also use the information for marketing to you or for any other purpose permitted under the Privacy Act 1988 (Cth).



When a membership or product is purchased personal information will be requested in order to provide the requested service or product, provide updated information, and advise of other Kingborough Fitness Centre products. You are not obligated to provide personal information.

### ***C. Use of tracking technologies***

The Kingborough Fitness Centre uses tracking technologies such as cookies to make use of the website, newsletter and services as convenient as possible. Most web browsers are set to accept tracking technologies such as cookies. These tracking technologies allow the Kingborough Fitness Centre to monitor the Kingborough Fitness Centre web site, and to record how many people are using the different regions of the site. It is possible to set the browser to refuse tracking technologies, however, this may limit the services provided by the Kingborough Fitness Centre's web site.

### ***D. Using and disclosing your personal information***

Personal Information will be used for the following primary purpose:

- To fulfil obligations under an individuals' membership agreement and/or any other contract between him/her and the Kingborough Fitness Centre;
- To render services under an individuals' membership agreement;
- To provide information about products, service and/or special offers to members;
- To obtain opinions or comments about products and/or services from members;
- To record statistical data for marketing analysis from members.

The Kingborough Fitness Centre may employ other companies or service providers to assist us in providing our services. These third parties may have access to personal information that is needed to perform their specific function. They will not use that information for other purposes.

The Kingborough Fitness Centre recognises the trust with which individuals provide personal information, and such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of the Kingborough Fitness Centre, or any member of the public, or to lessen a serious threat to a person's health or safety.



### ***E. Contact by the Kingborough Fitness Centre***

The Kingborough Fitness Centre does not send advertising information without obtaining prior consent. If an individual receives communications from the Kingborough Fitness Centre which they do not wish to receive, they may remove their name from the database by contacting the Kingborough Fitness Centre at [info@ksfitness.com.au](mailto:info@ksfitness.com.au).

### ***F. Individual's right of access***

Individuals have the right to review, amend or delete personal and/or sensitive Information that may be recorded on the Kingborough Fitness Centre database. Information may be reviewed, amended or deleted by completing the access request form at the centre's reception, or by phoning 6211 8266.

A request may be made to delete personal and/or sensitive information, and all reasonable steps to delete the information will be made, except where it is required for legal reasons.

### ***G. Storage and security of personal and/or sensitive information***

The Kingborough Fitness Centre takes all reasonable steps to keep secure personal information recorded and to keep this information accurate and up to date. Employees are obliged to respect the confidentiality of any personal and/or sensitive information held by the Kingborough Fitness Centre.

Only authorised personnel are able to access your information and will only be disclosed to third parties where they have the appropriate authority. We destroy or de- identify personal information that is no longer required, wherever possible.

### ***H. Problems, queries or complaints***

For further information regarding this Privacy Policy or to make a complaint about the steps taken by the Kingborough Fitness Centre to protect your personal information or privacy, please contact the Kingborough Fitness Centre. We will investigate any complaints received in writing and do our best to resolve them as soon as possible.

The Kingborough Fitness Centre reserves the right to review, amend, update and change this Privacy Policy from time to time to reflect its practices and obligations. Any changes will take effect when they are made or posted on our website.



### ***1. Allowing us to use your image***

We sometimes film or photograph the club so it is possible you will appear in the background. By signing your membership agreement, you allow us to use your image in promotional and other business-related material.

