

Our Privacy Policy

Preston Health and Fitness is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses and phone numbers.

This Personal Information is obtained in many ways including;

- Correspondence by telephone, by email,
- processing and managing membership and franchisee applications;
- on hard copy forms (including registration forms, competition entry forms and surveys);
- facilitating members & casual members gym access;
- conducting marketing activities, research & special offers;
- accurately identifying who is using Preston Health and Fitness' services;
- communicating with members & website visitors to Preston Health and Fitness' website and online enquiries;
- profiling our members & their interests;
- social media
- from third parties. We don't guarantee website links or policy of authorised third parties.

The types of information Preston Health and Fitness collects includes:

- name, age, gender, date of birth & next of kin;
- health information (height, weight, medical conditions);
- health and fitness goals;
- license and banking details;
- contact details (including phone, address and e-mail);
- views and opinions; and
- responses to forms and surveys (if any)

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Using your Personal Information

The main purposes for which Preston Health and Fitness collects, holds, uses and discloses personal information are to provide services and benefits to members, and to grow Preston Health and Fitness' membership. Preston Health and Fitness collects information to service its members. Preston Health and Fitness can use your information to:

- process applications for memberships
- understand Preston Health and Fitness' members' needs and requirements;
- manage & run Preston Health and Fitness website & social media platforms;
- provide you with information about Preston Health and Fitness services;
- deliver or enhance Preston Health and Fitness' products and services;
- help Preston Health and Fitness maximise the benefits provided to members;
- any other purpose directly related to Preston Health and Fitness' business and for which you have provided consent (where it is reasonably required by law).

Preston Health and Fitness' website requires subscriptions or registrations to use certain services, functions or content. You will know what information is being collected via these processes when you complete the relevant forms and provide the required details prior to submitting the application. Preston Health and Fitness will collect data relating to any transactions you carry out through Preston Health and Fitness' website and the fulfilment of your order. Preston Health and Fitness may also use your data to monitor for any unauthorised use of Preston Health and Fitness' website, content or subscriptions to Preston Health and Fitness' services.

Disclosure of Personal Information

Your Personal Information may also be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Types of organisations to whom Preston Health and Fitness may disclose your personal information includes:

- government bodies such as ATO, ASIC, Australian Prudential Regulatory Authority and the police or courts (as required by law);

- various law enforcement agencies and governments for security, customs and immigration purposes;
- banking service providers;
- professional or government organisations; and
- Preston Health and Fitness' contracted service providers including:
 - information technology service providers;
 - planning research and development providers;
 - conference organisers; o marketing and communications agencies;
 - mailing houses, freight and courier services;
 - printers & distributors of marketing material;
 - debt collectors and banks;
 - personal trainers; and
 - external advisers (recruiters, auditors & lawyers).

Preston Health and Fitness does not rent, sell or exchange your personal information to third parties without your prior approval.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Preston Health and Fitness will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Preston Health and Fitness

1/350 Murray Rd, Preston VIC 3072

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