

Privacy Policy: Balanced Fitness Ulverstone

Compliance with Privacy Obligations

This Privacy Statement sets out the policy of Balanced Fitness with respect to the way in which we collect, use, dispose of Personal Information about our customers and employees including through our website at www.balancedfitness.com.au

Balanced Fitness Privacy Policy is bound by National Privacy Principles. A copy of the National Privacy Principles may be obtained from the website: www.privacy.gov.au

Balanced Fitness is dedicated to ensuring that the personal information and sensitive information is gathered with respect to the individual and aims to exercise the highest standard of care in preserving privacy of information in all areas of operation.

The information about individual health collected by Balanced Fitness is handled in compliance with applicable State and Territory health records legislation.

Collection of Personal and Sensitive Information

For the purposes of this statement, "Personal Information" is characterised as being information or an opinion about an individual whose identity is apparent. "Sensitive information" means health information about an individual.

The types of personal information collected by us include; name, address, mobile number, email address, credit card or bank account details, drivers licence number, occupation and emergency contact details.

The types of sensitive information collected by Balanced Fitness include information relating to health issues that is necessary to properly advise customers about fitness training. The types of health related information includes medical history, injury history, whether individuals are using any medication and other health related information that is important for us to know in performing our best service.

Use of Personal and Sensitive Information

Any personal or sensitive information that we collect about individuals will be used and disclosed by Balanced Fitness to provide the services required or otherwise enable us to carry out our functions. When we utilise contractors to perform our specific services, they may access individuals' personal information. All contractors are subject to strict confidentiality obligations. We take great pride in operating only with reputable people and staff.

Balanced Fitness will disclose personal information if it is under a legal requirement to do so (for example, under a court of order, or if required for financial follow up through our collection agency) or if an authorised request is made from a law enforcement agency. We may also provide Personal Information to Balanced Fitness Personal Trainers, employed by us, to assist clients to improve their fitness and wellbeing in a safe and controlled environment. Further to this, if personal trainers are contractors, their contracts with us require them to keep Personal Information confidential.

Information provided by employees

Any employment application provided to Balanced Fitness will be used solely for the purpose of analysing suitability for a position advertised. Personal details will only form part of an employee record if the application is successful. The information about employees will only be disclosed by us if required by law to authorised government agencies e.g. Australian Taxation Office or for the purpose of performing our employer obligations such as providing details to Superannuation Funds and our accounting services.

Any unsuccessful applications will remain on file to be revisited should other opportunities arise in the future, unless otherwise requested by the applicant to destroy the application.

Website and online privacy

The privacy policy outlines our approach to issues regarding Personal Information collected through our website www.balancedfitness.com.au

Balanced Fitness will handle personal information collected online with sincere care and will not knowingly use it in ways not explicitly consented to by the user who supplied the information. We will handle Personal Information collected online consistently with the way that we handle Personal Information collected offline.

1. **Cookies:**

No personal information is collected by Balanced Fitness when individuals visit our site unless they chose to provide it to us (for example, by sending a contact request form via email through our website)

2. **Email/ SMS Marketing:**

Occasionally, we will send promotional emails or SMS messages to customers to market a service or activity that we believe might be of direct interest to the client. It is the responsibility of the client to notify us if not wanting to receive emails and we will remove the client from the mailing/ SMS list. For appointment booking reminders, clients can reply "Stop" if wanting to block the booking reminder texts.

3. **Hyperlinks to other websites:**

Our website contains links to other websites which we do not control for example; Acuity Booking System. They are not covered by our privacy policy. If users access other websites using the links provided, operators may collect information from users and use it in accordance with their privacy policy. Acuity Privacy Policy can be found via: www.squarespace.com/privacy

4. **Social Networking and Acceptable Use Policy**

Balanced Fitness encourages all comments on any of our Social Media platforms (Facebook, YouTube, Instagram) as we would like to hear from our members, friends and followers. Customer news, views, ideas and criticisms about Balanced Fitness are very important to us, yet the social networking platforms must not be used to abuse others, expose others to offensive or inappropriate content, or for any illegal purpose.

It is the user's responsibility to protect their personal privacy when using our social media platforms. We advise users not to convey any personal information of themselves or others in their posts (e.g. email addresses, residential addresses, or phone numbers) Furthermore, it is recommended to refrain from posting materials to our channels that infringe the intellectual property rights of others.

We are not responsible for the privacy practices or content of social networking platforms (Facebook, Instagram, YouTube). The responsibility of Balanced Fitness is limited to our own postings made on our channels.

Security

We use accurate measures to secure any Personal or Sensitive Information that we hold and aim to keep this information accurate and up to date. Technical and organisational security measures are in place to ensure the security of information and protect against accidental manipulation, destruction or unauthorised access.

Personal and Sensitive Information is stored behind industry standard firewalls and where applicable, protected by usernames and passwords. Where appropriate, Personal and Sensitive Information is kept within our locked staff room.

All customer and credit card data is securely processed and encrypted through the Stripe payment gateway to offer the highest level of protection possible. Stripe adheres to the highest security standards set by Visa and MasterCard. During a transaction be it an initial transaction or a recurring transaction Balanced Fitness does not store or retain the credit card personal details.

Changes to Privacy Statement

Balanced Fitness reserves the right to alter this Privacy Statement without prior notice. Any changes to Privacy Statement will be posted on our website. In order to keep updated, we encourage users to reviews this statement from time to time. If you have any queries or comments about our privacy commitment, please contact us.

Access and correction of your Personal Information

The Personal Information that we hold is a requirement throughout the membership period. If, at the end of the membership period, the client would like us to remove information from our database, it must be requested by the individual. Throughout the membership, clients also have the right to ask us to correct information about them which is inaccurate, incomplete or out of date. If you wish to access or correct information on our file, we request that you request in writing via email at info@balancedfitness.com.au It is vital that your information is true, complete and up to date.

CCTV Cameras and Surveillance

We undertake ongoing video recordings in both of our facilities (Functional Centre and 24/7 Gym) for the purpose of ensuring that our facilities are safe via CCTV cameras, recording the time and date at which images and recordings are taken. Video recordings can be assessed only by authorised staff. Video recordings of a specific incident may be released to Tasmania Police Service subject to the execution of a search warrant or to fulfil other legal processes only with approval of Balanced Fitness Management.

