



PRIVACY ACT

Our business is bound by the *Privacy Act 1988* (Cth) (the Act) and the Australian Privacy Principles (APP). Our business is an APP entity as defined in section 6(1) of the Act.

“We”, “us” and “our” means **Derrimut Health & Fitness Pty Ltd** ACN 139 283 104 and its affiliates.

WHAT IS PERSONAL INFORMATION?

Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

WHAT PERSONAL INFORMATION DO WE COLLECT AND HOLD?

The information we gather from you helps us to continually improve your experience with us. We collect and hold personal information relating to you as may be provided or disclosed to us in the course of our business. Such personal information may include, but is not limited to, your name and contact information, date of birth, preferred communication methods, bank details and/or credit card details and your objectives and interests.

Personal information is collected in the following ways:

- (a) by providing it to us directly;
- (b) by authorising third parties to provide it to us; and
- (c) by other parties providing it to us either voluntarily or pursuant to compulsory processes we conduct on your behalf.

We collect information about you and your interactions with us, for example, when you purchase or use any of our products or services, call us or otherwise visit our website. The information we collect from you may include your identity and contact details, your history of purchases and use of our products and services and details of enquiries or complaints you make.

We may collect information about how you access, use and interact with our website. This information may include:

- (a) the location from which you have come to the site and the pages you have visited;
and
- (b) technical data, which may include IP address, the types of devices you are using to access the website, device attributes, browser type, language and operating system.

COOKIES

We use cookies on our website. Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser to enable our systems to recognise your browser and to automatically collect information from your computer such as your IP address and other details about your computer which are automatically collected by our web server.

We may use persistent cookies (which remain on your computer even after you close your browser) to store information that may speed up your use of our website for any of your future visits to our website. We may also use session cookies (which no longer remain after you end your browsing session) to help manage the display and presentation of information on the website. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the website.

HOW IS PERSONAL INFORMATION RECEIVED AND HELD?

Personal information may be received and held either as a hard copy, paper, or a soft copy being electronic data, in any available form. In either case, we take the security of personal information very seriously. We secure hard copy documents carefully in and out of our office. We use cyber-security systems to protect soft copy documents. We never ask for bank details or other sensitive information by email.

WHY DO WE COLLECT, HOLD AND USE YOUR PERSONAL INFORMATION?

We collect, hold and use your personal information so that we can:

- (a) provide you with products and services, and manage our relationship with you;
- (b) contact you, for example, to respond to your queries or complaints, or if we need to tell you something important;
- (c) comply with our legal obligations and assist government and law enforcement agencies or regulators;
- (d) identify and tell you about other products or services that we think may be of interest to you;

- (e) to facilitate our internal and external administrative processes including financial and business operations and reporting requirements;
- (f) to obtain, maintain and comply with the terms of our professional indemnity and other insurance policies; and
- (g) to comply with applicable laws.

If you do not provide us with your personal information, we may not be able to provide you with our services, communicate with you or respond to your enquiries.

HOW DO WE STORE AND HOLD PERSONAL INFORMATION?

We store most information about you in computer systems and databases operated by either us or our external service providers. Some information about you is recorded in paper files that we store securely.

We implement and maintain processes and security measures to protect personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

These processes and systems include:

- (a) the use of identity and access management technologies to control access to systems on which information is processed and stored;
- (b) requiring all employees to comply with internal information security policies and keep information secure;
- (c) requiring all employees to complete training about information security; and
- (d) monitoring and regularly reviewing our practise against our own policies and against industry best practice.

We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the APPs.

WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO, AND WHY?

We may transfer or disclose your personal information to our related companies.

We may disclose personal information to external service providers so that they may perform services for us or on our behalf.

We may also disclose your personal information to others outside our group of companies where:

- (a) we are required or authorised by law to do so;

- (b) you may have expressly consented to the disclosure, or the consent may be reasonably inferred from the circumstances; or
- (c) we are otherwise permitted to disclose the information under the Act.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

DO WE USE YOUR PERSONAL INFORMATION FOR MARKETING?

We will use your personal information to offer you products and services we believe may be of interest to you, but we will not do so if you tell us not to. These products and services may be offered by us, our related companies or our service providers.

Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

DATA BREACHES

All staff are responsible for protecting the confidentiality of your information. Refer any data breaches, or suspected data breaches, to the customer services team as soon as possible.

HOW CAN PERSONAL INFORMATION BE ACCESSED OR CORRECTED?

Although we will be able to provide you with most personal information we hold about you, in some circumstances it may not be possible for us to provide you with access to all of your personal information. Where this is the case, we will notify you and give you the reasons why (except to the extent it would be unreasonable for us to do so).

If you wish to seek access to, correction of or deletion of the personal information that we hold about you, please contact us using the details set out in this Privacy Policy.

WHAT IS THE COMPLAINTS PROCESS RELATING TO PERSONAL INFORMATION?

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal information, you should contact us. Our contact details are set out below.

We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the Australian Information

Commissioner (OAIC) (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

CONTACT DETAILS

If you have any questions, comments, requests or concerns, please contact us at:

Email: contact@derrimut247.com.au
Address: Derrimut 24:7 Gym Head Office
 20-26 Barclay Road
 Derrimut VIC 3026

CHANGES TO THIS POLICY

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our Policy will be published on our website.

You may obtain a copy of our current Privacy Policy from our website or by contacting us at the contact details above.

By visiting us and submitting any personal information (whether in any of our locations, via our website or otherwise), you are accepting and consenting to the practices described in this Privacy Policy.