



Your Privacy

At North Ringwood Gym we are committed to protecting the privacy of our customers and all individuals who visit our webpage, use our services, are employed by us or represent any of our suppliers.

This privacy policy describes the information we collect and why we collect it and how we use and disclose the information.

North Ringwood Gym is bound by the National Privacy Principles contained in the [##Privacy Act 1988 / Schedule 3 of the Privacy Amendment (Private Sector) Act 2000].

What Kinds of Personal Information do we collect and hold?

North Ringwood Gym collects **identification information** including names, addresses, emails, telephone numbers and other contact details, date of birth, emergency contact details, drivers licence number and employment information.

We also collect **health related information** which may be provided on pre-activity questionnaires and doctors referrals. This may include information such as health, illnesses or conditions, weight and body measurements, medical history, whether a person is pregnant or on any medication, whether a person smokes and other health related information that may be necessary to properly advise a person about undertaking physical activity at North Ringwood Gym. Health information is sensitive information so North Ringwood Gym only collects what it needs to provide proper service and only collects it with the person's consent.

In addition, we collect **financial information** including bank account and credit card details as well as information about purchases of products and services and payment or non-payment of membership fees.

How does North Ringwood Gym obtain this information?

North Ringwood Gym collects this information from application forms, membership agreements, pre-activity questionnaires and when members attend our fitness centre, purchase items from us or communicate with us through websites, email, telephone or post

How do we hold Personal Information?

When you become a member of North Ringwood Gym or make an enquiry about our fitness centre we will add your identification information to our database. The database may be used for ongoing marketing and operational purposes. This database is kept secure and protected from unauthorised access by username and password access only. Any hard copies of your Personal and Sensitive Information are kept within a locked filing cabinet.

The purposes for which we collect, hold, use and disclose personal information.

North Ringwood Gym uses personal information to properly provide health and fitness related services and to efficiently manage and administer studio memberships and its business. This helps North Ringwood Gym to provide the services and products that members and potential members have requested.

North Ringwood Gym will use personal information about a member to process the membership application, charge and collect membership fees, administer a member's account and collect debts. We will also use personal information to communicate with members including answering any questions a member may have.



Unless you notify North Ringwood Gym otherwise, we will use personal information to send out special promotions, offers, discounts, newsletters, dietary and health related information, educational information and other marketing materials from North Ringwood Gym or its business partners. You may 'opt-out' of receiving such marketing materials on forms where personal information is collected or by contacting North Ringwood Gym as described under **Contact Information**, below.

North Ringwood Gym will contract out or outsource specific services from time to time and this may mean that our contractors may have to have access to personal information to properly deliver the services. All of our contractors are subject to confidentiality obligations which means they are only authorised to use personal information to provide the services requested by us.

North Ringwood Gym will disclose personal information where it is under a legal obligation to do so such as where applicable legislation or a court order requires it or if a request is made from a law enforcement agency.

North Ringwood Gym will not rent, sell or otherwise disclose personal information to any other company or organisation without the person's prior consent where that consent is required by law.

How you may access your personal information and seek correction of it.

Privacy laws give you rights to seek access to the personal information North Ringwood Gym holds about you. You can seek access by requesting access at our North Ringwood Gym Centre or by contacting the North Ringwood Gym Privacy Officer using the contact details described under **contact details** below. Generally we should be able to provide you with access within a month of your request, although we may need more time if your request is complicated. North Ringwood Gym will ordinarily not charge you for the cost of providing access to your personal information. However, if North Ringwood Gym does propose to charge you it will advise you of the proposed charge before it provides access.

North Ringwood Gym tries to ensure that the personal information that it holds is accurate, complete and up to date. However, North Ringwood Gym relies on you to help us with this. If you wish to update or correct the personal information we hold about you, please update your information at our North Ringwood Gym Centre or contact the North Ringwood Gym Privacy Officer using the contact details below. North Ringwood Gym will contact you if there is any issue about amending the record of personal information that is held.

How you may make a complaint if you believe there has been a breach of your privacy

You must first contact North Ringwood Gym using the contact details described under contact details below and provide details of the complaint. We will investigate your complaints within a reasonable period of time. An North Ringwood Gym staff member will endeavour to promptly follow up with you and rectify the issue within 14 days of receiving the complaint. We will notify you of the outcome of our investigation within a reasonable period of time. If you are not satisfied with the outcome of our investigation you may refer the matter to an external dispute resolution scheme. Finally if you are not satisfied with the result of dispute resolution you may refer the complaint to the Office of the Australian Information Commissioner.



Contact Information

If you have any queries or concerns regarding privacy or the North Ringwood Gym privacy policy please contact us as follows:

- In person at: North Ringwood Gym, 4/204 Warrandyte Road, Ringwood North Vic 3134
- By Post: North Ringwood Gym Privacy Officer, 4/204 Warrandyte Road, Ringwood North Vic 3134
- By Email: Karen@northringwoodgym.com.au
- By Telephone: 03 9876 3229

North Ringwood Gym may change this privacy policy at any time and all changes will be available on request and updated on our website.