

# Privacy Policy

**Life Fit Pilates** 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](http://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:

- Name
- Contact information including email address and mobile
- Date of birth
- Emergency contact person
- Bank account and/or credit card details
- Sensitive information (please see below)
- Specifically, for employment or other recruitment purposes, the above as well as, but not limited to, employment, education, qualifications and experience.

This Personal Information is obtained in many ways including by telephone, by email, via our website [www.lifefitpilates.com.au](http://www.lifefitpilates.com.au), forms or questionnaires or third parties, for example referring medical practitioners. We do not guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, including providing information to you about our services. We may also use your Personal Information for secondary purposes closely related to the primary purpose. From time to time we may also use your personal information to inform you of new services we may offer.

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 about an individual's health.

Sensitive/health 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.

The type of sensitive information we collect may include, but is not limited to, the following:

- Your current state of health
- Your medical history
- If you are pregnant or have recently given birth
- Whether you smoke
- Whether you are on any medication
- Other health related information that is necessary to properly advise you about fitness training.

## **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.

## **Disclosure of Personal Information**

Your Personal Information may 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.

## **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 update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

**Life Fit Pilates** will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. We will endeavour to process and respond to your request in a reasonable timeframe.

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:

**info@lifefitpilates.com.au**

**0401 256 626**