

Fitmobility (ABN: 72 811 903 346) appreciates the importance of protecting your personal information and recognises the trust placed in us when you supply your personal information to us.

Fitmobility will control the collection, security, quality, use and disclosure of personal information in accordance with the Privacy Act 1988 (Cth) (Privacy Act).

This Privacy Policy explains in general terms how Fitmobility protects the privacy of your personal information under the Australian Privacy Principles.

## Definition of personal information

The expression 'personal information' is defined in the Privacy Acts as information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

## Collection and use of personal information

The kinds of personal information that we collect and hold about you depends on the transactions you undertake with us.

The kinds of information that we collect and hold may include:

- name
- contact details (i.e. contact address(es), contact number(s), email address)
- date of birth
- language(s) spoken
- gender
- aboriginal and/or Torres Strait Islander origin
- health questionnaire to ascertain readiness for fitness services
- physical measurements, weight and postural assessments
- transcripts of conversations held pertaining to your needs and our services

Typical situations when Fitmobility will collect personal information from you, is if you:

- enquire about products and services
- engage services
- preliminary ( and industry standard ) health questionnaire in readiness for fitness
- goal setting & motivational interviewing
- register for an event
- purchase a product
- feedback forms

Generally, the purpose of collection and holding personal information, and the minimum information you need to provide, will be conveyed to you at the time of collection.

If we collect sensitive information about you, we will only do so with your consent, unless consent is not required by law. Sensitive information is defined in the Privacy Act and includes information about your engagement with Fitmobility services, Membership, health information and race origin.

## **Purpose of collection, storage, use and disclosure of personal information**

The purposes of collecting, storing, using and disclosing your personal information may be to:

- refer you to this Privacy Policy.
- verify your identity
- provide the products and services you have requested
- administer and manage service offerings, including charging, billing and collecting debts
- maintain bookings, registration and membership records
- gain an understanding of your information and communication needs to provide you with a better service
- collaborate ( with your consent ) with allied health professionals to provide you with safe and effective programming and services
- provide access to information about current and future services and benefits
- conduct research surveys and consultation to identify and analyse the ongoing needs of our community
- tell you about products and services that may be of interest to you

## **Direct marketing**

We may use your personal information for the purpose of direct marketing. That is, to promote our products or services or those of third parties.

You expressly consent to the use of your personal information for direct marketing purposes.

If at any time you do not wish to receive any further direct marketing communications from Fitmobility, you can ask us not to send you any further direct marketing communications. You can do this at any time by using the “unsubscribe” facility included in a prominent statement in the direct marketing communications or by contacting us via the details set out at the end of this Privacy Policy.

## **How Fitmobility holds personal information**

Once we have collected personal information from you, Fitmobility maintains your information in a vaulted secure location on a password protected server.

## **Data Quality**

We take all reasonable precautions to ensure that personal information about you collected by us is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

We require that you:

- let us know if there are any errors in your personal information; and
- keep us up-to-date with changes to your information.

## **Data security**

We will take reasonable steps to ensure that your personal information is protected from misuse, loss and from unauthorised access, modification or disclosure.

If we no longer need your personal information for any purpose for which the information may be used or disclosed or required by law, we will take reasonable steps to destroy the information or ensure that the information is de-identified.

If you have any questions or concerns on how your personal information is handled, please address the issues to: [info@fitmobility.com.au](mailto:info@fitmobility.com.au). Fitmobility will respond to your request, complaint or inquiry within 48 hours.

## **Changes to our Privacy Policy**

Fitmobility may amend this Privacy Policy as our business requirements or the law changes.

For more information about privacy issues in Australia and protecting your privacy, visit the Office of Australian Information Commissioner's website