



## THE BODY BARN - PRIVACY POLICY

The Body Barn needs personal information in order to carry out our business. This privacy policy describes the information we collect, why we collect it, and how we use and disclose the information.

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

### **What is personal information?**

Personal information is information which can be used to identify you or is sensitive information about your health.

### **Why does The Body Barn collect this personal information?**

We need this information to provide our members with personalised fitness services including assessments of fitness, health and wellbeing and achievement of personal goals.

The Body Barn also needs this information to properly and efficiently conduct our business including to communicate with members, provide member benefits, charge fees, administer accounts, collect debts and for certain business contacts.

### **What personal information does The Body Barn collect?**

We collect personal information from our members, potential members, membership applicants, contractors, employees and people we does business with.

We collect identification information including names, addresses, email addresses, telephone numbers and other contact details, date of birth, emergency contacts, drivers license and in some cases employment information.

The Body Barn also collects 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 The Body Barn. Health information is sensitive information so The Body Barn only collects what it needs to provide proper service and only collects it with the person's consent.

Also, 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 The Body Barn obtain this information?**

We collect this information from application forms, membership agreements, pre-activity questionnaires and when members attend The Body Barn, purchase items or communicate with us through websites, email, telephone or post.



## **How does The Body Barn use personal information?**

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

We 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. The Body Barn will also use personal information to communicate with members including answering any questions a member may have.

Unless you notify us otherwise, The Body Barn will use personal information to send out special promotions, offers, discounts, newsletters, dietary and health related information, educational information and other marketing materials from The Body Barn or its business partners. You may 'opt-out' of receiving such marketing materials on forms where personal information is collected or by contacting The Body Barn.

## **How does The Body Barn disclose personal information?**

The Body Barn will disclose personal information in a few different ways.

Along with most businesses in Australia, The Body Barn 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 The Body Barn.

The Body Barn 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.

The Body Barn 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.

As described above, unless you notify us otherwise, we may disclose personal information to our business partners so that they may contact you directly with special promotions, offers, discounts, newsletters, dietary and health related information, educational information and other marketing materials. However, you may 'opt-out' of receiving such materials at any time by contacting us.

## **How can I access my personal information?**

Privacy laws give you rights to seek access to the personal information we hold about you. 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. The Body Barn will ordinarily not charge you for the cost of providing access to your personal information. However, if The Body Barn does propose to charge you it will advise you of the proposed charge before it provides access.

The Body Barn tries to ensure that the personal information that it holds is accurate, complete and up to date. However, we rely on you to help us with this. We will contact you if there is any issue about amending the record of personal information that is held.

## **Does The Body Barn keep personal information secure?**



The Body Barn takes reasonable steps to ensure that personal information it holds is stored in a secure environment protected from unauthorised access. The Body Barn reminds its contractors to be responsible with personal information and store it in a secure way.

### **Can I withhold my personal information from The Body Barn?**

Unfortunately, The Body Barn cannot provide its services or have members join its studio without collecting and using personal and sensitive information obtained from The Body Barn membership agreement and pre-activity questionnaires.

### **Website and Online Privacy**

The Body Barn also collects personal information through its website [www.thebodybarn.com.au](http://www.thebodybarn.com.au). Generally The Body Barn will handle personal information obtained online consistently with the way it handles information obtained offline.

The Body Barn will not collect any personal information online unless you choose to give it to The Body Barn by sending emails through the website or filling out forms. However, The Body Barn may collect certain data that does not identify you (sometimes called 'web log information') when you visit the website, such as what web pages have been visited, what online advertisements have been clicked on, what sort of browser and operating system you have. The Body Barn may also use 'cookies' which are small files that are stored on your computer and that manage the security and navigation process of the website. You can choose to block these cookies but some portions of the site may not function correctly if you choose to do that. This type of data is collected for statistical purposes and to provide marketing materials online but they are unlikely to identify you personally.

The Body Barn may from time to time email or SMS you marketing materials if you have consented to such contact or have implied that you would like such contact. This is a requirement of the *Spam Act 2003*. You will always have the opportunity to 'opt-out' or unsubscribe from future communication in each electronic communication that The Body Barn sends you.

### **Other information**

If you have any queries or concerns regarding privacy or our privacy policy please contact us.

The Body Barn may change this privacy policy at any time and all changes will be available on request.

### **Contact Information**

- By Post: The Body Barn, G02/110 McEvoy St, Alexandria NSW 2015
- By Email: [info@thebodybarn.com.au](mailto:info@thebodybarn.com.au)
- By Telephone: 02 9699 8330.