## Privacy Policy

Updated September 2001

Personal Best (Australia) Pty Ltd (Personal Best) will comply with the law and the National Privacy Principles (NPPs) subject to the other provisions of law. The NPPs are contained in the Privacy Act 1988 (Cth) and regulate the manner in which personal information is managed.

Personal information is information or an opinion, in any form and whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

There are further special provisions which apply to the collection of some personal information which is known as sensitive information. This includes health information and information about a person’s race, ethnic origin, political opinions, membership of political, professional or trade associations, religious or philosophical beliefs, sexual preferences and criminal history.

The Personal Best Privacy Policy will be available within each facility and on the Personal Best website (<http://www.personalbestfitnessstudios.com.au/footer-section/legal/>).

### Collection of Personal Information by Us

Personal Best collects personal information in order to provide requested products or services. The kinds of personal information we collect and store will depend on what products and services you request from us. It may include (amongst other things):

* Personal information you give us when you request a product or service from us. This information may include details about your health, evaluations of your fitness, your opinion/ preferences about specific products and services, your name, address, telephone numbers, e-mail address, credit card details;
* communications between you and us; and
* Transactional information about your use of our products and services.

### How Your Personal Information will be used

We collect your personal information so that we can use it for our functions and activities which include, amongst other things:

* being aware of any special product and service requirements you may have;
* developing a personalised fitness program;
* advising you of any changes to our products and services;
* confirming your identity when you contact us;
* addressing any feedback or comments that you may have;
* answering any queries you may have;
* any purpose for which it was requested and directly related purposes; and
* developing, improving and marketing our products and services.

We will assume you consent to management of your personal information in the manner specified in this Privacy Policy (which may change from time to time) until you tell us to the contrary by contacting us using our contact details below.

### Exchange of Personal Information with Third Parties

Personal information we collect from you may be disclosed:

* to any entity to which we are required or authorised by or under law to disclose such information (for instance, Federal or State law enforcement agencies and investigative agencies, courts, various other Federal or State government bodies);
* to others that you have been informed of at the time any personal information is collected from you;
* to our business associates and others for purposes directly related to the purpose for which the personal information is collected;
* to the management and personnel of Personal Best;
* to our professional advisors and other contractors (for example IT consultants, fitness consultants, personal trainers and mailing houses); or
* with your consent (express or implied), to others.

### Use and Disclosure of Personal Information by Us

If we use or disclose your personal information for a purpose (the “secondary purpose”) other than the main reason for which it was originally collected (the “primary purpose”), to the extent required by law, we will ensure that:

* the secondary purpose is related to the primary purpose of collection (and directly related in the case of sensitive information), and you would reasonably expect that we would use or disclose your information in that way; or
* you have consented to the use or disclosure of your personal information for the secondary purpose; or
* the use or disclosure is required or authorised by or under law; or
* the use or disclosure is otherwise permitted by law (for example, as a necessary part of an investigation of suspected unlawful activity).

### Access of Your Personal Information

You can ask to obtain access to your personal information that we and/ or our contractors hold, although under some circumstances permitted by law, we may not provide such information to you. Also, we may not be able to require our contractors to provide personal information to you.

We may ask you to put your request in writing and pay a reasonable fee levied by us for this.

It is important to us that the personal information we hold about you is accurate, complete and up to date. If you are aware that this is not the case and would like your personal information corrected, or simply desire access to your personal information, please contact us at:

Personal Best (Australia) Pty Ltd

PO Box 1551 MILTON QLD 4064 or

[info@personalbest.net.au](mailto:info@personalbest.net.au)

### Promotional E-mail

If you are receiving promotional information about Personal Best or its affiliates and do not wish to receive this information any longer, you may remove your name from our list by directly contacting a representative of Personal Best.

### Personal Best and links to other websites

Personal Best provides links to websites outside of the Personal Best service. These linked sites are not under the control of Personal Best, and we are not responsible for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using their website.

### Complaints

If you have a complaint about the way we have dealt with your personal information, please contact us by the means above. We will make all reasonable attempts to respond to your complaints or requests.

If you are not satisfied with the outcome, you may refer the matter to the Office of the Federal Privacy Commissioner at: [www.privacy.gov.au](http://www.privacy.gov.au) or 1300 363 992

### Updates to the Privacy Policy

We may amend this Privacy Policy at any time and from time to time. If we do so, we will post the amended Privacy Policy on our website (mentioned above) so that you will always be aware of how we manage your personal information.