

Strong & Stable Privacy Policy

Strong & Stable Pty Ltd (A.C.N. 609 961 122) ("**Strong & Stable**") is committed to protecting the privacy of our customers and all individuals who use our services or are employed by us.

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

Strong & Stable is bound by the Australian Privacy Principles set out in Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* ("**the Act**"). A copy of the National Privacy Principles may be obtained from the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.

What kind of personal information do we collect and hold?

Strong & Stable collects *Personal Information*, *Sensitive Information* and *Financial Information*.

The types of Personal Information generally collected by Strong & Stable includes, but is not limited to;

- Names;
- Addresses;
- Emails;
- Phone numbers;
- Date of birth;
- Emergency contact details;
- Employment details; and
- Medicare and Private Health Fund details.

The types of Sensitive Information generally collected by Strong & Stable includes, but is not limited to;

- Medical history regarding illnesses and/or conditions;
- Weight;
- Body measurements;
- Medication use;
- General health habits (i.e. smoker / non-smoker, diet); and
- Physical activity history.

The types of Financial Information generally collected by Strong & Stable includes, but is not limited to;

- Bank accounts; and
- Credit card details.

How does Strong & Stable obtain this information?

Strong & Stable collects the above information from the following sources;

- Client details form;
- Information about purchases or products and services;
- Payment and non-payment of membership fees;
- Membership forms;
- Pre-activity questionnaires;
- Referrals, including Medical and Allied Health referral forms; and
- Website, email, telephone or post communication.

How does Strong & Stable hold Personal Information?

Strong & Stable uses all reasonable endeavours to secure any Personal, Sensitive and Financial Information that we hold and we aim to keep this information accurate and up-to-date. Technical and organisational security measures are in place to ensure the security of information and to protect it against deliberate or accidental manipulation, destruction, use, disclosure loss or unauthorised access.

Personal, Sensitive and Financial Information is stored behind industry standard firewalls and, where applicable, protected by user names and passwords. Furthermore, where appropriate,

Personal, Sensitive and Financial Information is kept within a locked storage room which can only be accessed by authorised personnel.

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

- Strong & Stable uses Sensitive Information to provide health and fitness related services.
- Strong & Stable uses Personal and Financial Information 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.
- Financial Information will only be used by Strong & Stable for the purpose for which it was provided, namely to process payment for services provided by Strong & Stable.
- Strong & Stable may contract out specific services from time to time and this may mean that our contractors may have access to Personal Information to properly deliver the services. All of our contractors are subject to confidentiality obligations which mean they are only authorised to use personal information to provide services requested by Strong & Stable.
- Strong & Stable will not rent, sell or otherwise disclose Personal Information to any other company or organisation without a person's prior consent where that consent is required by law. Individuals consent to our use and disclosure of their Personal Information where it is incidental to a sale of our business to a third party.
- Strong & Stable is obliged to disclose Personal, Sensitive and Financial Information where it is under 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.
- Otherwise, Strong & Stable will only disclose personal information with the consent of the relevant individuals.

How do you access your personal information

According to Privacy Laws, you have the right to seek access to the information that Strong & Stable holds about you. To access such information, a request should be made in writing to the Strong & Stable Privacy Officer, see below for contact details. Strong & Stable will endeavour to respond to such a request within one month.

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

If you believe there has been a breach of privacy, you must first contact Strong & Stable using the contact details below. We will investigate your complaints within a reasonable period of time.

At Strong & Stable we will endeavour to rectify your issue within 14 days of receiving a complaint, and we will notify you of the outcome of our investigation within a reasonable period of time (approximately one month). 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:

Concerns or complaints regarding your privacy should be referred to the Strong & Stable Privacy Officer. The Privacy Officer's Australian mailing details are as follows:

By Mail: *The Privacy Officer, Strong & Stable, 383 Forest Road, The Basin VIC 3154*

By email: *info@strongandstable.com.au*

By phone: *(03) 9762 0976*