



Privacy Policy 2018

At One Mind One Body Gym we are committed to protecting the privacy of our customers and all individuals who visit our webpage, use our services, are employed by us, or represent any of our suppliers.

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

One Mind One body gym is bound by the National privacy principles contained in the (Privacy ACT 1988/ schedule 3 of the privacy amendment (Private sector Act 2000)

What kinds of personal information do we collect and hold?

One Mind One body collects identification information including names, addresses, emails and telephone numbers and other contact details, date of birth, emergency contact details, drivers licence number and employment information.

We also collect health related information, which may be provided on pre-exercise questionnaires and doctors referrals. This may include information such as current state of 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, in order to properly advise a person undertaking physical activity at One Mind One body gym. Health information is sensitive information and One Mind One Body only collects what it needs in order to provide a proper service, and only collects with the persons consent.

In addition, 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 One Mind One Body obtain this information?

One Mind One Body collects this information from application forms, membership agreements, pre-exercise questionnaires, and when members attend our fitness centre. When people purchase items from us, communicate with us through websites, email, telephone or post are other avenues we use.

How do we hold personal information?

When you become a member of One Mind One Body gym, or make an enquiry about our fitness centre, we will add your identification information to our database. The database may be used for ongoing marketing and operational purposes. This database is kept secure and protected from unauthorised access by username and password access only. Any hard copies of your personal and sensitive information are kept within a locked filing cabinet.

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

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

One Mind One Body will use personal information about a member, to process the membership application, charge and collect membership fees, administer a members account, and collect debts. We will also use personal information to communicate with members including answering any questions a member may have.

Unless you notify One Mind One Body, we will use personal information to send out promotions, offers, discounts, newsletters, dietary and health related information, educational information and other marketing materials from One Mind One Body Gym or its business partners. You may 'opt out' of receiving such marketing materials on forms where personal information is collected by One Mind One Body Gym as described, under contract information below.

One Mind One Body Gym will contract our, or outsource specific services from time to time, and this may mean that our contractors may have to access to personal information to properly deliver the services. All our contractors are subject to confidentiality obligations, which means they are only authorised to use personal information to provide the services requested by us.

One Mind One Body Gym will disclose personal information where it is under legal obligation to do so, such as where applicable, obligation, legislation or a court order request is made from a law enforcement agency.

One Mind One Body will not rent, sell or otherwise disclose personal information to any other company or organisation without the persons prior consent, where that consent is required by law.

How you may access your personal information and seek correction of it -

Privacy laws give you rights to seek access to the personal information One Mind One Body holds about you. You can seek access by requesting access at our One Mind One Body gym, or by contacting the One Mind One Body gym privacy officer, using the contact details described under contact details below. Generally, we should be able to provide you with access within a month of request, although we may need more time if your request is complicated. If One Mind One Body does propose to charge you, it will advise you of the proposed charge before charging it, and then provide access.

One Mind One Body tries to ensure that the personal information that it holds is accurate, complete and up to date. However, One Mind One Body gym relies on you to help us with this. If you wish to update or correct the personal information we hold about you, please update your information at our One Mind One Body Gym or contact the One Mind One Body Gym privacy officer using the contact details below. One Mind One Body Gym will contact you if there is any issue about amending the record of personal information that is held.

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

You must first contact One Mind One Body using the contact details described under contact details below and provide details of the complaint. We will investigate your complaints within a reasonable period of 30 days. A One Mind One Body staff member will endeavour to promptly follow up with you and rectify the issue within 14 days of receiving the complaint. We will notify you of the outcome of our investigation within a reasonable period of 30 days. 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 the dispute resolution, you may refer the complaint to the office of the Australian Information Commissioner.

Contact Information

If you have any queries or concerns regarding your privacy or the One Mind One Body privacy policy, please contact us as the follows -

: In person at: One Mind One Body Gym, level 2, 42-44 Jackson Crt, Doncaster East VIC 3109

: By post: One Mind One Body Gym privacy officer, Level 2, 32-44 Jackson Crt, Doncaster East VIC 3109

: By email: info@1m1b.com.au

: By telephone: 03 9855 8307

Thank You – Management @ 1M1B