

Privacy Policy for Members of Zoo Fitness Penrith

At Zoo Fitness, we are committed to protecting the privacy and security of our members' personal information. This Privacy Policy outlines the types of personal information we collect, how we use it, and the measures we take to ensure its protection.

1. Information We Collect:

- Contact Information: This includes your name, email address, phone number, and mailing address.
- Membership Information: This includes your membership status, payment details, and any preferences you have specified regarding your membership.
- Health and Fitness Information: We may collect information about your health and fitness goals, exercise routines, and any medical conditions that may impact your fitness activities.
- Usage Information: We collect data on how you interact with our facilities, equipment, and services, including attendance records and usage patterns.

2. How We Use Your Information:

- To Provide Services: We use your information to manage your membership, provide access to our facilities and services, and communicate with you about your membership status and updates.
- Personalization: We may use your information to personalize your experience at Zoo Fitness, such as providing customized workout recommendations or special offers based on your fitness goals.
- Health and Safety: Your health and fitness information may be used by our staff to ensure your safety during workouts and to provide appropriate assistance or modifications if needed.
- Marketing and Communications: With your consent, we may send you promotional materials, newsletters, and updates about our services, events, and special offers.

3. Information Sharing and Disclosure:

- We do not sell, rent, or lease your personal information to third parties for marketing purposes.
- We may share your information with trusted third-party service providers who assist us in operating our business, such as payment processors, software providers, and marketing agencies. These service providers are contractually obligated to maintain the confidentiality and security of your information.
- We may disclose your information when required by law or to protect our rights, property, or safety, or the rights, property, or safety of others.
- In the event that Zoo Fitness undergoes a business transition, such as a merger, acquisition, or sale of all or a portion of its assets, your personal information may be transferred to the acquiring entity as part of the transaction. We will notify you via email of any such change in ownership or control of your personal information.

This clause ensures that members are aware that in the event of a business transition, their personal information may be transferred to the new entity.

4. Data Security:

- We implement appropriate technical and organizational measures to safeguard your personal information against unauthorized access, disclosure, alteration, or destruction.
- Access to your personal information is restricted to authorized personnel who need to know that information in order to operate, develop, or improve our services.

5. Your Rights and Choices:

- You have the right to access, update, or correct your personal information at any time.
- You may choose to opt out of receiving marketing communications from us by following the instructions provided in the communications or by contacting us directly.
- You have the right to request the deletion of your personal information, subject to any legal obligations or legitimate interests that may require us to retain certain data.

6. Changes to this Privacy Policy:

- We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website or by other means of communication.

7. Contact Us:

- If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at info@zoofitness.com.au

By becoming a member of Zoo Fitness, you acknowledge that you have read and understood this Privacy Policy and agree to the collection, use, and disclosure of your personal information as described herein.