



PRIVACY POLICY

Whilst FLEX Fitness provides the **ultimate in training** we also endeavour to provide the ultimate in professionalism and customer service. In order to operate and function we require various personal information from you so we can essentially identify who you are and inevitably ensure we personalise our services to you; thus making your experience at FLEX Fitness superior to other leading fitness facilities.

Personal Information Obtained:

Details provided by you that confirm your identity, including individual financial, demographic & administrative information. This includes (but not limited to) your full name, address, date of birth, contact details for you in case of an emergency, driver's license number and information relating to your payment schedule as outlined in your membership contract agreement.

Collection of Personal Information:

We generally collect personal information from the individual directly when signing the membership contract agreement. In other instances personal information may be collected or updated via telephone, letter, email or when the individual attends FLEX and completes an additional form to update personal information.

Use & Disclosure:

Your personal information will be used to assist FLEX Fitness in providing you with a high standard of customer care & service.

Initially it is used to process your membership application; charges set up fees & administer your account. Your personal information is also used to provide health & fitness services, with health evaluations & fitness programs available at your request. We may also utilise member's personal information to communicate with you and provide details of up & coming special promotions, newsletters & other FLEX Fitness marketing material.

FLEX Fitness will not disclose your personal information for any other purpose without first obtaining your express or implied consent.

FLEX Fitness may however be required to disclose your personal information without your consent if the disclosure is;

1. Required or authorized by law
2. Required in order to investigate an unlawful activity
3. Required by an enforcement body for investigation activities
4. Necessary to prevent a serious & imminent threat to a person's life, health or safety, or to public health or safety ; or
5. In connection with any legal proceedings or prospective legal proceedings.
6. If you have a defaulting account with FLEX Fitness we may also provide your details to a collection agency to assist in the recovery of overdue accounts and / or a Credit Reporting Agency for the purpose of creating or maintaining a credit file.

Security & Protection

FLEX Fitness is committed to keeping your personal information secure. We take all reasonable precautions to ensure your personal information is protected from unauthorised access, loss, misuse or alteration.

Your personal information may be stored in hard copy documents or electronically on FLEX Fitness software systems. We maintain physical security over our paper & electronic data stores; in ways of locks & security alarms. FLEX Fitness has computer and network security; by means of passwords and restricted access control to authorised staff for approved purposes only.

Personal Information Quality

FLEX Fitness' objective is to ensure that all information collected is accurate, complete and up-to-date. To assist FLEX Fitness in achieving its objective, please contact us to update or correct your personal information. You can contact us at 223 Wanneroo Road, Balcatta WA 6021, phone: (08) 9349 9733, facsimile: (08) 9349 9755 or email: admin@flexfitness.net.au. Our privacy policy is also available on our website: www.flexfitness.net.au