

Contrast Fitness Privacy Policy

Welcome to training with Samuel Martin Higham (Trading as **Contrast Fitness**).

Samuel Martin Higham asks for personal information so you can use Contrast Fitness products and/or services, sign in to your account, receive customer support and safety information, and be provided with more information about Contrast Fitness services, products, promotions, and activities.

What Information is collected

Samuel Martin Higham may, depending on the service and/or product, collect the following information when you engage with Contrast Fitness products and/or services:

- Name and contact information.
- Date of birth and sex.
- Medical history, health goals, and physical and mental health statistics and information which you provide.
- Any additional information relating to you that you provide to Samuel Martin Higham directly through the Contrast Fitness website or by other means such as over the phone, via email, or in person.
- Information you provide to the online fitness platforms and/or apps that are used to deliver Contrast Fitness products and/or services.
- Information you provide to Samuel Martin Higham via voluntary members feedback or engagement surveys.
- Any additional personal information you provide to, or authorize Samuel Martin Higham to collect, as part of your interaction.

How information is collected

Samuel Martin Higham may, depending on the service and/or product, collect health information through:

- Pre-exercise health screening tools.
- Online fitness platforms and/or apps that are used to deliver Contrast Fitness products and/or services.
- Feedback and surveys.

Why information is collected

Samuel Martin Higham collects personal information reasonably necessary to deliver the products and services of Contrast Fitness. Information may also be collected to fulfill administrative functions associated with these products and services, for example billing, entering into contracts with you and/or third parties and managing customer relationships.

The purposes for which Samuel Martin Higham usually collects and uses personal information may include:

- To fulfill obligations under an agreement and/or contract you may have with Samuel Martin Higham.
- To provide the services and/or products you requested.
- To provide you with information about Contrast Fitness services, products, promotions, and activities.
- To record statistical data for marketing analysis.

- To improve Contrast Fitness services and products, as well as for training and quality purposes.
- Responding to requests, questions, complaints, and other general inquiries.
- To prevent or detect abuse of Contrast Fitness services or products or any of the rights of Samuel Martin Higham, and to enforce or apply this Privacy Policy and/or any other agreement you have with Samuel Martin Higham, and to protect the property or rights of Samuel Martin Higham (or others').

Where information is stored

Samuel Martin Higham has a data management plan for personal information that is collected. Your personal information is securely stored on third-party cloud-based storage systems. Industry-standard security measures are used to protect your data from unauthorized access, disclosure, alteration, and destruction.

How you can access your personal information and seek correction of it

You can request and receive access to a copy of your personal health information at any time.

You can request that your personal information be updated, erased or corrected. You can object to the processing of your personal information.

To ensure the security of your personal information, Samuel Martin Higham may request verification of your identity before providing access or making corrections. This is to protect your privacy and prevent unauthorized access to your data.

If you wish to make a request in connection with your personal information or to inquire, make a complaint or provide feedback about these privacy policies, you can email Samuel Martin Higham directly at hello@contrastfitness.com.au

If you are not satisfied with the response of Samuel Martin Higham to any complaint you make, or you consider that Samuel Martin Higham may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992 or by using the contact details on the website.

Data Retention

Samuel Martin Higham retains personal data for as long as is necessary for the processing purpose(s) for which the data was collected, and any other permissible, related purpose. When Samuel Martin Higham no longer needs the personal information collected, it is either anonymized upon your request or securely destroyed, unless Samuel Martin Higham is legally required to retain it.

Updates to this privacy policy

Samuel Martin Higham may amend this Privacy Policy from time to time, with or without notice to you. Samuel Martin Higham recommends that you visit the Contrast Fitness website regularly to keep up to date with any changes. Samuel Martin Higham will also try to let you know about major changes to this Privacy Policy (for example by contacting you via your contact information).