

# Sweatbox Gym

## Privacy Policy



At Sweatbox Gym, we work to maintain the highest privacy standards for our gym members, to ensure compliance with international privacy standards and the EU's new General Data Protection Regulation (GDPR), as well as our own commitment to privacy.

In this Privacy Policy, 'us' 'we' or 'our' means Sweatbox Gym Limited. We are committed to respecting your privacy. Our Privacy Policy sets out how we collect, use, store and disclose your personal information.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy

We will disclose your personal data to our service provider, Glofox, which supplies our cloud business management platform and booking apps. Glofox is also subject to certain obligations with regard to the security of your personal data processed via the booking app.

However, your rights, as set out in this privacy statement in relation to your personal data processed through the Glofox Platform are owed to you by us, and you should contact us at [admin@sweatboxgym.com](mailto:admin@sweatboxgym.com) if you have any queries in relation to the use of your personal data through Glofox.

Under GDPR, Glofox is both a data controller and a data processor and are very cognizant of their duties and responsibilities in both these roles. The GDPR team at Glofox has contacted all third parties providers who process data on their behalf to ensure that they are compliant in GDPR. Where these organisations are based in the US, they have ensured that they have Privacy Shield certification which complies with standards for transferring data out of the EU.

### **What personal information do we collect?**

We may collect the following types of personal information:

- name;
- mailing or street address;

- email address;
- telephone number and other contact details;
- age or date of birth;
- next of kin name and contact information
- credit card information;
- your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
- details of the products and services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries;
- any additional information relating to you that you provide to us directly through our website or app or indirectly through your use of our website or app or online presence or through other websites or accounts from which you permit us to collect information;
- information you provide to us through customer surveys; or
- any other personal information that may be required in order to facilitate your dealings with us.

We collect these types of personal information directly from you. We may collect this information when you:

- register on our website or app;
- communicate with us through correspondence, chats, email, or when you share information with us from other social applications, services or websites;
- interact with our sites, services, content and advertising; or
- invest in our business or enquire as to a potential purchase in our business.

In addition, when you apply for a job or position with us we may collect certain information from you (including your name, contact details, working history and relevant records checks) from any recruitment consultant, your previous employers and others who may be able to provide information to us to assist in our decision on whether or not to make you an offer of employment or engage you under a contract. This Privacy Policy does not apply to acts and practices in relation to employee records of our current and former employees, which are exempt from the Privacy Act.

### **Why do we collect, use and disclose personal information?**

We may collect, hold, use and disclose your personal information for the following purposes:

- to enable you to access and use our services and app;
- to operate, protect, improve and optimise our services and app, business and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;

- to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- to send you marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our business partners that we think you may find interesting;
- to administer rewards, surveys, contests, or other promotional activities or events sponsored or managed by us or our business partners;
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties; and
- to consider your employment application.

### **Do we use your personal information for direct marketing?**

We may send you direct marketing communications and information about our services and products. This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt-out of receiving marketing materials from us by contacting us using the details set out below or by logging into our website integration, and can updating your preferences at any time in the future by editing their profile.

### **To whom do we disclose your personal information?**

We may disclose personal information for the purposes described in this privacy policy to:

- our employees and related bodies corporate;
- payment systems operators (eg merchants receiving card payments);
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

### **Using our app and cookies**

We may collect personal information about you when you use and access our app.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal

information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

### **Security**

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and we use a number of physical, administrative, personnel and technical measures to protect your personal information. However, we cannot guarantee the security of your personal information. Any breach of data could result in a heavy fine.

### **Accessing or correcting your personal information**

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

### **Making a complaint**

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

### **Contact Us**

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Karen Whatley  
admin@sweatboxgym.com

**Effective: 15/04/2018**

**Approved by Directors:**

*Jess Whatley  
John Conway  
Pedro Bessa*

