

PRIVACY POLICY

1. Introduction

HSTL (“we”, “us”, “our”) is committed to protecting the privacy of our members, clients, visitors, contractors, and users of our website and services.

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal and sensitive information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and applicable State and Territory health records legislation.

By accessing our website, facilities, or services, you agree to the terms of this Privacy Policy.

Information collected or provided in connection with our services is not intended to replace professional medical advice.

2. Scope & Application

This Privacy Policy applies to personal information collected by HSTL through:

- Our website and online platforms
- Membership and booking systems
- In-facility interactions
- Communications by phone, email, SMS, or social media
- CCTV and security systems

3. Definitions

Personal Information has the meaning given in the Privacy Act 1988 (Cth) and includes information or an opinion about an identified or reasonably identifiable individual.

Sensitive Information includes health information and other categories defined under the Act, such as medical history and biometric or health-related data.

4. Information We Collect

Personal Information may include:

- Name, address, email, phone number
- Date of birth and gender
- Emergency contact details
- Payment and billing information
- Identification details (where required)
- Images or footage from CCTV
- Employment or application information (if applicable)
- Website usage and analytics data

Sensitive Information may include:

- Health and medical information
- Injury history or physical limitations
- Pregnancy status
- Lifestyle information relevant to training or recovery
- Body composition or assessment data

Sensitive information is collected only with consent or where permitted or required by law.

5. How We Collect Information

We collect information when you:

- Join or apply for membership

- Book classes or wellness services
- Complete forms (online or in-person)
- Contact us or provide feedback
- Visit our facilities
- Use our website or online platforms
- Interact with us via social media

6. Minors

We only collect personal information from individuals under 18 where express consent has been provided by a parent or legal guardian.

7. Why We Collect Information

We collect, hold, and use personal and sensitive information to provide and manage memberships and services, deliver training, Pilates, and wellness services safely, process payments and bookings, communicate with you, meet legal and regulatory obligations, improve our services, and manage safety and risk.

Health and sensitive information is not used for direct marketing purposes without explicit consent.

8. Disclosure of Information

We may disclose personal or sensitive information to staff, contractors, service providers, insurers, professional advisers, medical or emergency services, or government authorities where required by law.

We do not sell or rent personal information.

Contractors engaged by HSTL are required to handle personal information in accordance with this Privacy Policy and applicable privacy laws.

9. Third-Party Service Providers & External Links

We may use third-party platforms for bookings, payments, analytics, and website hosting. These providers operate under their own privacy policies.

Our website may contain links to external websites that are not operated by us. We are not responsible for the privacy practices or content of those third-party websites.

10. Marketing Communications

You may receive marketing communications from us where permitted by law. You can opt out at any time. Consent may be withdrawn at any time, subject to legal or contractual restrictions.

11. Cookies & Analytics

Our website may use cookies and analytics tools to improve performance. Cookies do not usually identify individuals personally.

12. CCTV & Surveillance

CCTV operates in and around our facilities for safety and security purposes. Footage is accessed only by authorised personnel and is not used to monitor individual health or fitness activities.

13. Data Storage, Security & Retention

We take reasonable steps to protect personal and sensitive information. Information is retained only as long as necessary and securely destroyed or de-identified when no longer required.

14. Data Breaches

In the event of a data breach likely to result in serious harm, we will comply with the Notifiable Data Breaches scheme and notify affected individuals and the OAIC where required.

15. Overseas Disclosure

Some service providers may store or process data overseas. We take reasonable steps to ensure appropriate privacy standards are met.

16. Access & Correction

You may request access to or correction of your personal information. Identity verification may be required.

17. De-Identified Information

We may use de-identified or aggregated data for analysis and service improvement.

18. Changes to This Policy

This Privacy Policy may be updated from time to time. The latest version will always be available on our website.

19. Complaints

If you have a privacy complaint, please contact us. If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

20. Contact Us

HSTL

Email: [insert email]

Phone: [insert phone]