

PRIVACY POLICY

Effective Date: 1 June 2026

ABOUT THIS POLICY

Platinum Body is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store, disclose and protect your personal information when you interact with Platinum Body, including through our website, fitness studio, classes, memberships, products and services.

By using our website, becoming a member, purchasing products, attending classes or otherwise providing personal information to us, you agree to the collection, use and disclosure of your information as described in this policy.

WHO WE ARE

Platinum Body

Email: info@platinumbody.com.au

Website: www.platinumbody.com.au

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us using the details above.

THE INFORMATION WE COLLECT

We may collect personal information including:

- Full name
- Date of birth
- Residential and postal address
- Email address
- Telephone number
- Emergency contact details
- Membership information
- Attendance records
- Payment and billing information
- Direct debit details processed through authorised payment providers
- Purchase history
- Health and fitness information relevant to participation in exercise programs
- Pre-exercise screening information
- Injury, medical condition or physical limitation information disclosed by you
- Information submitted through forms, surveys or competitions

- Communications between you and Platinum Body

We may also collect non-personal information such as:

- Browser type
- Device information
- IP address
- Website usage information
- Pages visited on our website

HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information directly from you when you:

- Join Platinum Body
- Complete membership forms
- Purchase products or services
- Participate in classes, programs or challenges
- Complete health screening questionnaires
- Contact us by phone, email, social media or website forms
- Subscribe to newsletters or marketing communications
- Enter promotions or competitions
- Interact with our website

We may also collect information from authorised third-party providers involved in processing memberships, payments or bookings.

WHY WE COLLECT YOUR INFORMATION

We collect personal information to:

- Provide fitness, wellness and nutrition services
- Manage memberships and bookings
- Assess suitability for exercise participation
- Ensure member safety during classes and activities
- Process payments and direct debits
- Deliver products and services
- Respond to enquiries and customer support requests
- Improve our programs, products and services
- Comply with legal obligations
- Communicate important service information
- Send marketing communications where permitted by law

We only collect information that is reasonably necessary for these purposes.

HEALTH INFORMATION

Some information collected by Platinum Body may be considered sensitive information under Australian privacy law, including health and medical information.

We collect health information only where reasonably necessary to provide safe and appropriate fitness, wellness and nutrition services.

By providing health information to us, you consent to our collection, use and storage of that information for these purposes.

COOKIES AND WEBSITE TECHNOLOGIES

Our website may use cookies and similar technologies to improve website functionality, analyse website traffic and enhance user experience.

Cookies may collect information such as:

- Browser type
- Device information
- Pages viewed
- Time spent on pages
- Website navigation behaviour

Most web browsers automatically accept cookies. You may choose to disable cookies through your browser settings; however, some website features may not function correctly.

DISCLOSURE OF PERSONAL INFORMATION

We may disclose personal information to trusted third parties where necessary to operate our business, including:

- Payment processors
- Direct debit providers
- Membership management software providers
- Booking and scheduling systems
- Website hosting providers
- Email and marketing service providers
- Professional advisers including accountants, lawyers and insurers
- Government authorities where required by law

We do not sell personal information to third parties.

OVERSEAS DISCLOSURE

Some third-party service providers used by Platinum Body may store or process information outside Australia.

These providers may operate in countries including the United States, New Zealand, Singapore and other jurisdictions where their data centres are located.

Where personal information is disclosed overseas, we take reasonable steps to ensure that service providers maintain appropriate privacy and security standards.

MARKETING COMMUNICATIONS

We may send newsletters, promotional offers, updates and information about our products, services and events.

You may opt out of receiving marketing communications at any time by:

- Clicking the unsubscribe link in our emails; or
- Contacting us directly at info@platinumbody.com.au

Service-related communications regarding memberships, bookings or account matters may still be sent where necessary.

SECURITY OF PERSONAL INFORMATION

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Information may be stored electronically and in paper records.

Security measures may include:

- Password-protected systems
- Restricted staff access
- Secure payment processing systems
- Secure cloud-based software platforms
- Staff confidentiality obligations

While we take reasonable precautions, no method of electronic transmission or storage is completely secure.

ACCESSING AND CORRECTING YOUR INFORMATION

You may request access to personal information we hold about you or request correction of inaccurate, incomplete or outdated information.

Requests should be submitted to:

info@platinumbody.com.au

We may require proof of identity before providing access and will respond within a reasonable timeframe.

RETENTION AND DESTRUCTION OF INFORMATION

We retain personal information only for as long as reasonably necessary to fulfil the purposes for which it was collected or as required by law.

When information is no longer required, we take reasonable steps to securely destroy, delete, anonymise or de-identify the information.

PRIVACY COMPLAINTS

If you believe your privacy has been breached or your personal information has been mishandled, please contact us at:

info@platinumbody.com.au

We will investigate your complaint and aim to respond within 30 days.

If you are not satisfied with our response, you may lodge a complaint with:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au

THIRD-PARTY WEBSITES

Our website may contain links to third-party websites.

Platinum Body is not responsible for the privacy practices, content or security of external websites. We encourage you to review their privacy policies before providing personal information.

CHILDREN'S PRIVACY

Platinum Body does not knowingly collect personal information from children without the consent of a parent or guardian where such consent is required.

Where services are provided to minors, information may be collected from a parent or guardian for the purpose of safely providing those services.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in legal requirements, technology or business practices.

The latest version will always be available on our website.

By continuing to use our services after changes are published, you accept the updated Privacy Policy.

CONTACT US

Platinum Body

Email: info@platinumbody.com.au

Website: www.platinumbody.com.au

For any privacy-related questions, concerns or requests, please contact us using the details above.