

Privacy Policy

Last reviewed: July 2026

PYCSAM Health & Fitness (ABN 65 439 532 755) ("PYCSAM", "we", "us", "our") respects your privacy. This policy explains how we collect, use, hold and protect your personal information, and how you can access it, correct it or raise a concern. We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy covers members, prospective members, guests, parents and guardians, visitors to our website, and people who contact us.

1. The information we collect

The personal information we collect depends on how you deal with us. It may include:

- **Identity and contact details:** name, date of birth, postal and email addresses, phone number, and your membership number.
- **Membership and account information:** membership type and history, attendance and access records, class and PT bookings, and your communication preferences.
- **Profile photograph:** a photo taken at joining and stored in your membership profile. This is used only for security and identification, to prevent unauthorised use of memberships.
- **Payment and billing information:** bank account or card details for direct debit, payment history and any outstanding balances.
- **Health information (sensitive information):** information you give us in pre-exercise screening, including health concerns, injuries, medical conditions, medications and any advice from a doctor or coach. We collect this so we can help you train safely and design suitable programs. We collect health information only with your consent.
- **Information about members under 18:** for younger members we also collect age, parent or guardian contact and emergency contact details, and the conditions agreed on the Under 18 Pre-Exercise Questionnaire. This is collected with the consent of, and signed by, a parent or guardian.
- **Emergency contact details:** the name and phone number of someone we can contact in an emergency.
- **CCTV footage:** images recorded by security cameras in and around the club (see section 7).
- **Marketing photos and videos:** from time to time we take photos or videos in the club for marketing, social media or promotional purposes. If you are clearly identifiable, we will ask for your consent before using these images. For members under 18, consent must be given by a parent or guardian. If you do not wish to be photographed or filmed, please tell our staff at the time.
- **Website and enquiry information:** if you enquire or request a guest pass through our website, we collect the details you submit, such as your name and contact details. Our website also collects technical data such as your IP address, browser type and pages visited, including through cookies and analytics and advertising tools (see section 12).

If you do not give us the information we ask for, we may not be able to provide a membership, process payments, or let you train safely.

2. How we collect it

We usually collect personal information directly from you: when you join or enquire (including through our website), when you complete a pre-exercise questionnaire or other form, when you make a booking or payment, when you use the club or our member app, and when you contact us by phone, email or in person.

Where it is reasonable and practical, we collect health and membership information about a member under 18 from their parent or guardian.

We may also collect information from third parties, such as our service providers, or from someone acting on your behalf with your authority.

3. Why we collect, use and hold it

We collect, hold, use and disclose your personal information to:

- set up and manage your membership and account;
- process payments, direct debits, arrears and refunds;
- screen for health and safety risks and design safe, suitable training;
- manage access to the club, classes, PT support and facilities;
- keep you safe, including responding to incidents and emergencies;
- communicate with you about your membership, bookings, account and changes to our services;
- send you marketing and offers where you have not opted out (see section 4);
- maintain the security of our premises and protect members, staff and property;
- meet our legal, insurance and regulatory obligations; and
- improve our services and run the business.

We only use and disclose your information for the purpose we collected it, for a directly related purpose you would reasonably expect, or where you have consented or the law allows or requires it.

4. Direct marketing and how to opt out

We may send you news, offers, challenges and promotions by email, SMS, push notification or in our member app. We may also advertise online, including through Google advertising services (see section 12).

You can opt out of marketing at any time by using the unsubscribe option in an email, or by contacting us by email or at reception. Our SMS messages are send-only and cannot receive replies, so please use email or reception to opt out of SMS. We will action your request promptly.

Operational messages about your membership, payments, bookings or club updates are not marketing, and you will continue to receive these. We do not sell your personal information.

5. Who we share it with

We do not sell your personal information. We share it only where needed to run the club or where the law allows. This may include:

- **Service providers** who support our membership management, bookings, member app and training programs, payments and direct debit, website, and communications. Our service providers may only use your information to provide their service to us and must keep it secure. They may have their own privacy policies. We will tell you if our payment provider changes;

- **Professional advisers** such as our lawyers, accountants and insurers;
- **Government agencies, regulators, police or other authorities** where required or authorised by law; and
- **Anyone you have authorised** us to share your information with.

Reciprocal partner clubs: our memberships include reciprocal access to partner clubs. We do not pass your personal information to partner clubs. If you visit a partner club, you provide your details to that club directly, and their privacy policy applies to the information you give them.

Member app: our member app is provided by a third party. When you set up the app, you create an account directly with the app provider, and their privacy policy applies to that account and to the information generated by app features such as training tracking and goal setting. Your class bookings and membership records are managed in our membership system and remain covered by this policy.

6. Overseas disclosure

Some of our service providers store or process information outside Australia, so your personal information may be held overseas. Based on the providers we currently use, this is likely to include the European Union (our membership management and member app providers) and the United States (website analytics and advertising services). Where we disclose information overseas, we take reasonable steps to ensure it is handled consistently with the Australian Privacy Principles.

7. CCTV

Our facilities are monitored by CCTV for the safety and security of members, staff and property. Cameras are not located in change rooms, toilets or other private areas. Footage is retained for a limited period, stored securely, and access is limited to authorised staff.

Footage may be reviewed for safety, incident investigation, insurance or legal purposes, and may be provided to police, insurers or other authorities on lawful request. Footage is not available for general viewing, and requests relating to footage will only be considered where there is a genuine safety, security or legal concern.

8. How we store and protect your information

We hold information in electronic systems and, where relevant, in paper records. We take reasonable technical and organisational steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include restricting staff access to what is needed for their role, securing our systems and premises, and relying on the security measures of our software providers.

If we experience a data breach that is likely to result in serious harm, we will respond in line with the Notifiable Data Breaches scheme, including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required.

9. How long we keep it

We keep personal information only for as long as we need it for the purposes in this policy, or as required by law (for example, financial and tax records). When we no longer need it, we take reasonable steps to destroy it or de-identify it securely.

10. Accessing and correcting your information

You can see and update many of your own details at any time through the member portal, including your contact details, your communication preferences, and your payment or card details.

If you want to see the other personal information we hold about you, or ask us to correct something that is wrong, out of date or incomplete, contact the Club Manager using the details below. We will check your identity first, so we know we are giving your information to you and not to someone else. We will respond within a reasonable time, and there is no charge. Sometimes the law allows us to refuse an access request, for example where giving access would affect someone else's privacy. If that happens, we will explain why in writing.

For a member under 18, a parent or guardian may make a request on the member's behalf.

11. Dealing with us anonymously

Where it is lawful and practical, you can deal with us anonymously or under a pseudonym, for example when making a general enquiry. For most of what we do, including joining and training safely, we need to know who you are.

12. Website, cookies and online advertising

Our website uses cookies and similar technologies to help the site work and to understand how it is used. We use Google services on our website, including analytics and advertising tools. These may collect information such as your IP address, device and browser information, and how you interact with our site and our ads. Google may process this information on servers outside Australia.

We use this information to measure how our website and advertising perform and to reach people who may be interested in the club. You can manage cookies through your browser settings, and manage the ads you see through your Google account's ad settings, though some website features may not work if you disable cookies.

Our website also links to our social media pages and displays content from them. If you interact with those platforms, their own privacy policies apply.

13. Complaints

If you have a concern about how we have handled your personal information, please contact the Club Manager using the details below. We take complaints seriously and will acknowledge your complaint, investigate it, and respond to you in writing within a reasonable time, normally within 30 days.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

- Website: [oaic.gov.au](https://www.oaic.gov.au)
- Phone: 1300 363 992

14. Changes to this policy

We may update this policy from time to time. The current version is always available at reception and on our website, and applies from the date it is published.

15. Contact us

Club Manager

PYCSAM Health & Fitness

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Email: admin@pycsam.com.au

Phone: [\(03\) 6343 0622](tel:(03)63430622)

Web: pycsam.com.au