

Kieser Privacy Policy

Kieser is committed to protecting the privacy and personal information we may collect of our clients and members and complies with the *Privacy Act 1988* (Cth).

This Privacy Policy (**the Policy**) explains how we may collect, use, disclose and otherwise handle personal and sensitive information collected from you.

Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise, Kieser will only collect and use personal information as prescribed below.

For the purposes of this Policy personal information may include some or all of the following: a client's name, contact details, date of birth, emergency contact details, bank account and/or credit card details, employment details, payment history and sensitive information.

Collecting Personal Information

Kieser will not collect or monitor any personal information about an individual without their consent. The only personal information collected is what is provided voluntarily by a client. Personal information is primarily collected and used to enable Kieser to provide clients with our services and for any other purpose permitted under the *Privacy Act 1988* (Cth).

When a client engages Kieser, personal information will be requested in order to provide the requested service or product, provide updated information, and advise of other Kieser products, which may be suitable. There is no obligation to provide personal information however, failure to do so may result in Kieser being unable to provide services or products to you.

Collecting Sensitive Information

For the purposes of this Policy sensitive information means the information a client has disclosed to us about their physical and mental health and well-being.

Sensitive information will only ever be used for providing services to clients. Such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of Kieser, any Kieser group company, or any member of the public, or to lessen a serious threat to a person's health or safety. For the purposes of this Policy sensitive information is a subset of personal information.

Using and Disclosing your Personal Information

Personal Information will be used for, but not limited to, the following primary purposes:

- To fulfil obligations under a client agreement and/or any other contract between him/her and Kieser;
- To provide information about products, service and/or special offers to clients;
- To obtain opinions or feedback on products and/or services from clients; and
- To record statistical data for analysis from clients.

Kieser may employ other companies or service providers to assist us in providing our services, including, but not limited to, marketing, market research, mail-house services, hosting and product development services, analysis of client lists and/ or consulting services. These third parties may have access to personal information that is needed to perform their specific function. They cannot use that information for any other purposes.

Kieser will not use or disclose personal information for any reason except the prescribed purpose without consent, except when disclosure may be required by law or is necessary to protect the rights or property of Kieser, any Kieser group company, or any member of the public, or to lessen a serious threat to a person's health or safety.

Contact by Kieser

If an individual receives communications from Kieser which they do not wish to receive, they may remove their name from the database by contacting Kieser at marketing@kieser.com.au.

Individual's right of Access

Individuals have the right to review, amend or delete personal and/or Sensitive Information that may be recorded on the Kieser database. Information may be reviewed, amended or deleted by completing the access request form at reception, or by emailing info@kieser.com.au.

A request may be made to delete personal and/or sensitive information, and all reasonable steps to delete the information will be made, except where it is required for legal reasons.

Storage and Security of Personal and/or Sensitive Information

Kieser takes all reasonable steps to keep secure personal information recorded and to keep this information accurate and up to date. Personal information is stored on secure servers if in digital format, or in locked areas if in hardcopy format. These repositories are protected in controlled facilities. In some cases, these facilities may be located off shore and/or in cloud based servers. Kieser employees and data processors are obliged to respect the confidentiality of any personal and/or sensitive information held by Kieser. Kieser only permits authorised personnel to access your information and information will only be disclosed to third parties where they have the appropriate authority. Personal information is destroyed and/or de-identified when no longer needed, wherever possible.

Who is a client?

For the purpose of this Policy a client may include patients, members and suppliers, or prospective clients of Kieser.

Who is Kieser?

For the purpose of this Policy Kieser means Kieser-Training Pty Ltd (ACN 117 602 230) and any related or associated entities.

Feedback

For further information regarding this Policy or to make a complaint about the steps taken by Kieser to protect your personal information or privacy, please contact Kieser by emailing info@kieser.com.au.

Kieser will investigate any complaints received in writing and resolve them as soon as possible. If you are not satisfied with the result of your complaint to Kieser, you can refer your complaint to the:

Office of the Australian Information Commissioner

Phone 1300 363 992

Post GPO Box 5218, Sydney NSW 2001

Online: www.oaic.gov.au

Kieser reserves the right to review, amend, update and change this Policy from time to time to reflect its practices and obligations. Any changes will take effect when they are made or posted on our website.