



Keep Moving Pilates

76 Enoggera Road, Newmarket, QLD 4051

Privacy Policy

Keep Moving Pilates respects your right to privacy and is committed to safeguarding the privacy of our customers, website visitors and users of our branded app. We adhere to the National Privacy Principles established by the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

This Privacy Policy describes our policies on the collection, use, and disclosure of information about you in connection with your use of our services, including but not limited to those offered through our websites, emails, and mobile application. This Privacy Policy does not apply to any third-party sites that may be linked to the Service.

Personal Information is information that you provide to us, which personally identifies you as an individual to be contacted or identified, such as your name, telephone number, email address and any other data that is tied to such information.

By using the service, you agree that you fully read, understand and accept the terms of the privacy policy. If you do not agree with these terms, please do not use the service. You agree further to be bound by any and all additional policies adopted by Keep Moving Pilates concerning the service, but not limited to the membership agreement, which includes class packages and single classes.

Collecting Personal Information:

When you visit our website www.keepmovingpilates.com, we collect personal information from you, but not limited to when you communicate with us, take part in surveys, enable us to send information and newsletters, fill in forms, register for your client account and login, purchase a Membership, Class Package or Single Class. We may also collect additional information at other times, including but not limited to, when you provide feedback, change your content or email preferences, respond to a survey, or communicate with us in any other way.

We collect personal information provided by you to us such as your name, date of birth, address, email address, phone number, mobile number and Medical History. We might obtain additional personal information including, but not limited to from publications, other publicly forms, when providing your bank account details, credit card and debit card details for payments of your purchases, update any of your contact details, from any third parties or communicate with us in any other way.

You can update and correct your personal information at any time online using our booking software. You can upload and store your profile picture online via our booking software app.



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Use of Personal Information:

We collect your personal information to provide, improve and extend our services to you. Your personal information is used to improve your experience at Keep Moving Pilates, for Marketing purposes and to provide you with information and updates. You can subscribe if you wish to receive further information, publications and marketing material. If you do not wish to receive any publications or updates, you can unsubscribe at any time by sending an email to us.

Disclosure of Personal Information:

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers, subcontractors and other people insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services such as, but not limited to booking software. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request and if the disclosure is necessary to prevent a serious threat to life, health or safety and it's not practical to get your consent We may use your Personal Information to protect the legal rights, property or safety of Keep Moving Pilates, its customers or third parties.

If there is a change of control of our business (whether by merger, sale, transfer of business assets or otherwise) customer information, which may include your Personal Data, could be disclosed to a potential purchaser under a confidentiality agreement. We would only disclose your information in good faith and where required by any of the above circumstances.

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia. These may include but are not limited to the USA.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy.

Storage and Security of Your Personal Information:

To keep your personal information undisclosed and safe we put procedures and practises in place and stored it in a manner that reasonably protects it from misuse, interference and loss, and from unauthorised access, modification or disclosure. We limit the access to your Personal Information to those employees and contractors who need access to perform their job function. You hereby acknowledge and agree that Keep Moving Pilates is not



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responsible for any intercepted information sent via the internet, and you hereby release Keep Moving Pilates, its employees, contractors and its owners from and against any and all claims arising out of or related to the use of intercepted information in any unauthorized manner. We destroy your personal information or de-identify it if it is no longer needed.

Complaints about Privacy:

In case you have got any complaints about our privacy and how we handle your personal information, please email us to contact@keepmovingpilates.com.

Reviewing Privacy Policy:

This Privacy Policy may be reviewed and updated periodically and without prior notice to reflects changes in our current personal information handling practices. Please come back and read the Privacy Policy from time to time.

Cookies Policy:

When you visit our sites or when you use our app, we may collect personal data from you automatically using cookies or similar technologies.

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any personal information. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website.

Our website uses cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Analytics and Google Ads. These cookies and similar technologies collect information about your use of the website to help create reports and statistics on the performance of the website. Analytics cookies such as Google Analytics collect information such as your IP address, device type and operating system, referring URLs, location and pages visited. If you don't want Google Analytics to be used in your browser, you can install the 'Google Analytics Opt-Out Browser Add-On', provided by Google.

The Service may contain links to third-party websites to which we have no affiliation. We may share your personal information with those third parties and are not responsible for



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their privacy practices. We suggest that you read the privacy policies of all such third-party websites.

Access your Personal Information:

As per the Australian Privacy Law you have the right to access your personal information upon request – except where the law allows us to refuse access. Please email contact@keepmovingpilates.com and state your name and contact details, advise which personal information you want to access and how you would like to access the personal information (receive a copy via email or just want to look up the information) and if you authorise a person or organisation to access the personal information on your behalf. We will respond to you within 30 days after receiving your request. Your request is free of charge.

Third Party Services:

Certain services such as, but not limited to memberships, class packages or single classes may integrate, be integrated into, or be provided in connection with third-party websites, services, content, and/or materials (“Third-Party Services”). We do not control any Third-Party Services. We additionally make no claim or representation regarding the third-party services and accept no responsibility for, the quality, content, nature, or reliability of Third-Party Services accessible from our websites, application, software or any other element of the membership, class pack or single class services. There is no implied affiliation, endorsement. Or adoption by the organisation of these Third-Party Services and we shall not be responsible for any content provided through these Third-Party services. You should read the terms of use and legal agreements that apply to these Third-Party services.