PRIVACY POLICY

Responsible information handling. Privacy protected at every step.

This policy forms part of the Build Training Membership Agreement and sets out how Build Training collects, uses, stores, discloses and protects personal information. This policy must be read in conjunction with the Membership Agreement and any other applicable Build Training policies.

1. Introduction

Build Training is committed to handling personal information responsibly and in accordance with applicable Australian privacy law. This policy applies to interactions with Build Training, including when a person attends the facility, purchases a membership or service, uses a website, booking platform or application, or communicates with Build Training by email, telephone, social media or in person.

2. Personal information we may collect

- name, date of birth and age;
- address, telephone number and email address;
- emergency contact or next-of-kin details;
- membership, booking and attendance information;
- payment and billing information;
- health and fitness information relevant to safe participation;
- responses to forms, surveys, enquiries, complaints or feedback;
- photographs, video recordings and CCTV footage;
- website and device information collected through cookies or analytics tools.

3. How information may be collected

- membership applications, waivers and pre-exercise screening forms;
- online forms, bookings, applications and member portals;
- email, telephone, social media and face-to-face communications;
- referrals and promotional activities;
- payment processors and other service providers;
- CCTV and security systems within the facility, excluding bathrooms and private change areas.

4. Why information is collected

- administering memberships and processing payments;
- managing bookings, attendance and facility access;
- delivering coaching, training and related services;
- supporting member health, safety and emergency response;
- communicating service information, offers and updates;
- responding to enquiries, complaints and feedback;
- improving services and member experience;
- meeting legal, insurance and regulatory obligations.

5. Sensitive information

Build Training may collect health or other sensitive information where reasonably necessary to provide safe fitness services and where consent has been provided, or where collection is otherwise permitted or required by law. Members should provide accurate information relevant to safe participation and advise Build Training of material changes.

6. Disclosure of information

Build Training may disclose information where reasonably necessary to payment and direct debit providers, booking and membership platforms, information technology providers, communication and marketing providers, insurers, professional advisers, emergency services, law enforcement or regulators. Build Training does not sell personal information.

7. Overseas storage and service providers

Some service providers may store or process information outside Australia. Where applicable, Build Training will take reasonable steps consistent with its legal obligations when selecting and using those providers.

8. Website tracking and cookies

Build Training websites or digital platforms may use cookies, analytics tools, tracking pixels and similar technologies to understand website use, improve functionality and support relevant communications. Browser settings may be used to restrict cookies, although some functionality may be affected.

9. Access and correction

A person may request access to personal information held about them or request correction of inaccurate or incomplete information by contacting Build Training through its published contact details. Build Training will respond within a reasonable period, subject to any lawful exceptions.

10. Security and retention

Build Training takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Information will be retained only for as long as reasonably required for business, safety, legal, insurance or regulatory purposes.

11. CCTV and security

CCTV may operate in entrances, reception areas, training areas and other public parts of the facility for safety, security and incident management. CCTV will not operate in bathrooms or private change areas. Footage may be used or disclosed where reasonably required or permitted by law.

12. Photography, video and social media

Build Training may take and use photographs, video or audio captured at the facility or during Build Training activities for marketing and promotional purposes, subject to applicable law.

If a member does not wish to be photographed, filmed or recorded for these purposes, the member is responsible for advising Build Training in writing through its published membership email address. A member may notify or change their media preference at any time. Build Training will take reasonable steps to record and respect that preference for future use. A change in preference does not require Build Training to remove material lawfully published or produced before the notice was received.

For a person under eighteen (18) years of age, the parent or legal guardian is responsible for advising Build Training of the minor's media preference.

Members and visitors must comply with the Media, Photography and Social Media Policy when taking, using or sharing photographs, video, audio or other recordings.

13. Minors

Build Training may collect information about a person under 18 with parent or guardian consent or as otherwise permitted by law. A parent or guardian may contact Build Training regarding a minor's information.

14. Marketing preferences

Members may opt out of marketing communications by using an unsubscribe facility or contacting Build Training. Operational, safety, payment and membership communications may still be sent where required to administer the membership.

15. Privacy complaints

A privacy complaint should be submitted in writing using Build Training's published contact details. Build Training will make reasonable efforts to investigate and respond. A person may also contact the Office of the Australian Information Commissioner where applicable.

16. Changes to this policy

Build Training may reasonably update this policy for safety, legal or operational reasons. A change will not materially increase fees, reduce core membership benefits or introduce a new cancellation burden unless permitted by the Membership Agreement, required by law or accepted by the member. Where reasonably practicable, Build Training will give at least fourteen (14) days' written notice before a material change takes effect. A shorter period may apply where reasonably required for an urgent safety, legal or regulatory reason.