

# TOTALFUSION

YOGA ♦ PILATES ♦ MIXED FITNESS

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## PRIVACY POLICY

Review: June 2019 Version: 1

### **POLICY STATEMENT**

TotalFusion is committed to managing personal information in accordance with the Australian Privacy Principles, Privacy Act 1998 and Privacy Amendment (Enhancing Privacy Protection) Act 2012.

### **POLICY APPLICATION**

The Privacy Act is the national legislation which ensures that organisations protect people's personal information and are transparent about how they handle this information. It was amended in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and these changes came into force 12 March 2014.

The legislation incorporates 13 Australian Privacy Principles that regulate the handling of personal information:

#### **Part 1- Consideration of personal information privacy**

Australian Privacy Principle 1- open and transparent management of personal information  
Australian Privacy Principle 2 - anonymity and pseudonymity

#### **Part 2- Collection of personal information**

Australian Privacy Principle 3 - collection of solicited personal information  
Australian Privacy Principle 4 - dealing with unsolicited personal information  
Australian Privacy Principle 5 - notification of the collection of personal information

#### **Part 3- Dealing with personal information**

Australian Privacy Principle 6 - use or disclosure of personal information  
Australian Privacy Principle 7- direct marketing  
Australian Privacy Principle 8 - cross-border disclosure of personal information  
Australian Privacy Principle 9 - adoption, use or disclosure of government related identifiers

#### **Part 4 - Integrity of personal information**

Australian Privacy Principle 10 - quality of personal information  
Australian Privacy Principle 11- security of personal information

#### **Part 5- Access to, and correction of, personal information**

Australian Privacy Principle 12 - access to personal information  
Australian Privacy Principle 13 - correction of personal information

The following information specifies how Total Fusion manages personal information across its business undertakings:

#### **Personal information privacy**

Personal Information is information Total Fusion holds which is identifiable as being about an individual or could reasonably identify an individual. Total Fusion has implemented practices so that its management of Personal Information is open and transparent.

Total Fusion is not practicably able to provide anonymity and pseudonymity options for its clients due to the requirement to provide payment information (bank account/credit card details).

### **Collection of personal information**

Collection of solicited personal information: Generally Total Fusion collects personal information directly i.e. face to face, over the phone, email correspondence or membership application forms. The types of people include employees, contractors, suppliers and members.

The types of personal information collected are as follows:

- names, job titles, contact address details;
- information in identification documents (i.e. drivers license, passport);
- tax file numbers and other government-issued identification numbers;
- date of birth and gender;
- bank account details;
- details of superannuation and insurance arrangements;
- educational qualifications, employment history and salary;
- visa or work permit status.

In some cases it may be necessary for Total Fusion to collect sensitive information such as professional memberships, ethnic origin, criminal record and health information.

There may be times when information is collected from a third party via a reference check. This information is collected only from a source that is nominated by the person the information is about.

Total Fusion may also collect personal information via Social Media, SMS mobile marketing or from a person's use of its website via contact mailboxes or registration processes.

Dealing with unsolicited personal information: A person may also provide Total Fusion with someone else's personal information. When this occurs Total Fusion will, as best it can, ascertain if permission has been given that allows an individual to provide this information on behalf of someone else.

Notification of the collection of personal information: Total Fusion will, as soon as practicable, notify an individual that it has collected the information, where it was collected from and the purpose for which it was collected.

Information Storage: There are a number of secure ways Total Fusion stores information depending on the purpose it was collected for. It can be stored electronically via club computer hard drives, a club smart phone and/or in hard copy.

### **Privacy on TotalFusion Websites**

Cookies: Cookies are used for a variety of reasons. Total Fusion uses cookies to obtain information about the preferences of visitors and the services they select. Cookies are also used for security purposes to protect authorized customers. For example, if an authorized customer is logged on and the site is unused for more than 20 minutes, it will automatically log off the authorized customer.

Cookies are a common part of many commercial websites that allow small text files to be sent by a Website, accepted by a Web browser and then placed on a hard drive as recognition for repeat visits to the Site. Every time a person visits the Site, Total Fusion servers, through cookies, pixels and/or GIF files, collect basic technical information such as domain names, the address of the last URL visited prior to clicking through to the Site, and the browser and operating system. Cookies do not need to be

enabled to visit the Total Fusion site, however, some parts of the site and some services may be more difficult or impossible to use if cookies are disabled.

User login information: Total Fusion uses login information, including, but not limited to, IP addresses, ISPs, and browser types, to analyse trends, administer the site, track a user's movement and use, gather broad demographic information and provide personal web page access to authorized customers.

### **Dealing with personal information**

Use or disclosure of personal information: Total Fusion will not disclose personal information to any third party unless it has the consent of the person to do so. The exception to this is where Total Fusion is required by law to provide the information.

Direct marketing: Total Fusion will not disclose or use personal or sensitive information for the purposes of direct marketing unless permission has been given that allows for this to occur. Membership agreements provide authorisation for personal information to be used for internal marketing purposes.

Cross-border disclosure of personal information: Total Fusion does not share information with any overseas parties.

Adoption, use or disclosure of government related identifiers: Total Fusion does not use or adopt government related identifiers. Total Fusion may disclose an identifier (i.e. employee tax file number) where there is a government statutory requirement for an employer to do so.

### **Integrity of personal information**

Quality of personal information: Total Fusion will take practically reasonable steps to ensure that the personal information that it collects is accurate, up-to-date and complete.

Security of personal information: Total Fusion will take practically reasonable steps to ensure that information it has collected is protected from misuse, interference and loss, unauthorised access, modification or disclosure.

Where the information is no longer required, Total Fusion will destroy the information or ensure that it is de-identified.

### **Access to, and correction of, personal information**

Access to personal information: A person is entitled to access their personal information held by Total Fusion. To access personal information, a request should be made in writing to the Club Manager. The request will be responded to within 7 business days.

TotalFusion may refuse access if:

- it reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- giving access would have an unreasonable impact on the privacy of other individuals; or
- the request for access is frivolous or vexatious; or
- the information relates to existing or anticipated legal proceedings between the entity and the individual, and would not be accessible by the process of discovery in those proceedings; or
- giving access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- giving access would be unlawful; or
- denying access is required or authorised by or under an Australian law or a court/tribunal order;
- or
- both of the following apply:

- o it has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in;
- o giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process.

In the event of refusal, Total Fusion will provide a written explanation and provide details of the associated complaints process.

Correction of personal information: Total Fusion will take all reasonable steps to ensure that information is accurate, up to date, complete, relevant and not misleading. Where Total Fusion or the person the information is about believes that this is not the case, all necessary actions will be taken to ensure that the information is corrected.

## Complaints

If a person, or an organisation, wishes to complain about how Total Fusion has handled personal information, it may do so by contacting the CEO, Total Fusion and providing the complaint in writing.

Contact details:

CEO  
Total Fusion  
Alliance Wellness Group  
PO Box 142  
Bulimba Qld 4171

## EFFECTIVE DATE

This policy is effective from 1 June 2017.

## FURTHER INFORMATION

Should you require any further information or clarification, please contact Total Fusion [info@totalfusion.com.au](mailto:info@totalfusion.com.au).

## DEFINITIONS / GLOSSARY OF TERMS

**Personal information** - means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

**Sensitive information** - means:

- a) information or an opinion about an individual's:
  - i. racial or ethnic origin; or
  - ii. political opinions; or
  - iii. membership of a political association; or
  - iv. religious beliefs or affiliations; or
  - v. philosophical beliefs; or
  - vi. membership of a professional or trade association; or
  - vii. membership of a trade union; or
  - viii. sexual preferences or practices; or
  - ix. criminal record;
 that is also personal information; or
- b) health information about an individual; or

c) genetic information about an individual that is not otherwise health information.