

PRIVACY POLICY

1 BACKGROUND

This Privacy Policy describes the ways in which Revo Fitness processes and protects your personal information and data. In this policy, all references to “we” or “us” refers to Fettle Group Pty Ltd (ACN 648 441 258) and its related bodies corporate.

We value your privacy and are committed to safeguarding your personal information which we receive in connection with our business operations. To achieve this commitment to privacy, we comply with the Australian Privacy Principles and the Notifiable Data Breach Scheme contained in the *Privacy Act 1988* (Cth). This legislation governs the way we collect, use, disclose and store your personal information and how we notify you in circumstances where your information is lost or accessed. For further information regarding Australia’s privacy legislation, please refer to the Office of the Australian Information Commissioner:

- online at www.oaic.gov.au;
- by email at enquiries@oaic.gov.au; or
- by telephone on 1300 363 992.

By accessing our website, completing any membership application forms, personal training forms, interacting with our social media accounts and profiles, using our services or otherwise providing us with personal information, you confirm that you have read and agree to the terms of this Privacy Policy and expressly consent to the collection, storage, use and disclosure of your personal information in accordance with the terms of this Privacy Policy.

If you do not feel comfortable with any aspect of this Privacy Policy or do not agree to the terms of this Privacy Policy, please immediately leave the website, discontinue the use of our services and email us at privacy@revofitness.com.au.

2 INFORMATION WE COLLECT

We collect information about you in order to provide you with our services. You may choose whether to provide us with this information, however your choices may affect our ability to offer you part or all of our services.

Personal information we collect may include:

- (a) **Registration Information:** when you register with us, you provide information including your name, date of birth, gender, email address, contact information, emergency contact details, credit card, debit card or bank account details and any other information which you may provide us. All payment information is stored

and processed by third parties and is handled in accordance with their privacy policy and practices.

- (b) **Communication Information:** when you communicate with us via telephone, email, SMS, social media, through our mobile application or online we will collect your contact information and any other information you choose to provide to us.
- (c) **Commercial Information:** when you purchase goods or services from us, we will collect a record of these purchases.
- (d) **Cookie Information:** we use cookies and similar tracking technologies on our website in order to track the use of our website and maintain and improve our services to you. Further information on cookie and online data collection is contained in the “Website Usage” paragraph below.
- (e) **Health Information:** in the course of providing our services you may be required to provide us with information about your health, including body scan results obtained from third party equipment available at our gyms. Body scan results are stored and processed by a third party and are handled in accordance with their privacy policy and practices. Health information is considered ‘sensitive information’ and we only collect your health information with your consent and as reasonably necessary to carry out our services.
- (f) **Third Party Information:** whenever reasonable and practical to do so, we will collect personal information about you directly from you. However, in some cases we may be required to collect personal information about you from third parties such as your employer or from public sources. Where we collect information about you from a third party, we will take reasonable steps to ensure that you are made aware of the fact and circumstances of that collection. We may also receive information from third parties where you have authorised the third party to do so.
- (g) **Mobile Data Information:** you may access or use our services via a mobile device or application. We may collect information about you and your device, such as your IP address, location or device information, and any other information provided by your mobile device. If you do not want us to collect your location

information you can disable the GPS or location-tracking function of your device.

- (h) **Third-party plugin Information:** in some cases, we may have integrated a third-party plugin into our website. The use of such third-party plugins may result in data collection by both us and the relevant third party. We do not control the information you share with third parties via these plugins. You should refer to the third party's privacy Statement to understand their data handling practices.
- (i) **Surveillance Information:** when you access our facilities, your image is likely to be captured on surveillance systems which are installed for the safety of all members and staff.

We may collect information from third parties including parents or guardians of underage members, your personal trainer, debit and payment service providers who process transactions on our behalf, public sources, our social media platforms and your employer with whom we may have negotiated a corporate partnership.

We will not collect or use identifiers assigned by the Government for our own file recording purposes, unless an exemption under the Privacy Act applies.

You may choose to deal with us anonymously or by using a pseudonym in certain circumstances, such as when you contact us to make a general enquiry. In most circumstances, however, at a minimum we need your name and contact details to allow us to handle your enquiry or request.

We may receive unsolicited personal information about individuals and, where we do, we will destroy or de-identify all unsolicited personal information that we could not have otherwise collected in accordance with the Australian Privacy Principles, unless the personal information is relevant to our purposes for collecting personal information.

3 WEBSITE USAGE

Our website uses "cookies" (small data files containing information about you that is stored on your hard drive), "embedded scripts" and other similar tracking technologies to collect information about your use of our website.

These tracking technologies are used to track your interaction with the website and target your interests to enhance your experience.

Information collected may include server addresses, top level domain names, the date, time and duration of a visit, website pages access and documents downloaded, referring and exit pages, whether you are a returning visitor, the type of browser used and the hardware type and operating system of the device used.

You may decline our cookies if your browser add-on permits but doing so may interfere with your use of our website and services. For more information on disabling cookies, refer to the 'Help' section of your browser.

4 WHY WE COLLECT YOUR INFORMATION

We collect your personal information in order to carry out our business operations in the most professional and efficient manner possible. We use your information for the purpose for which it was collected. Some examples of why we collect your personal information include to:

- provide our products and services to you.
- set-up and update your account.
- provide client support.
- resolve disputes.
- to perform administrative and operational functions
- detect, prevent and investigate potential or actual fraud to you, us or any third party.
- deliver targeted marketing materials to you regarding new services and offers we believe may be of interest to you.
- enable third party service providers to provide us and our related companies with services including but not limited to information technology, auditing, and legal advice.
- to identify our users and potential users.
- to interact with you.
- comply with legal obligations.
- for insurance purposes.
- respond to your enquiries and concerns.
- to advertise our services or the products and services of third parties.
- compare information provided by you for accuracy and verify it with third parties where appropriate.
- to enable you to use our website and the Revo Fitness mobile application (**Mobile App**) and enable third party service providers to assist us to develop software and services, including updates to or

new versions of the Mobile App and our website.

- enable debit and payment service providers who process transactions on our behalf to collect fees and payments owing to us.
- to share aggregate (non-identifiable) statistics about our services on our website or the Mobile App and in connection with advertising and/or marketing.
- our commercial partners with whom we partner to organise discounts or other promotions for you
- for any other purpose identified in an agreement between you and us.
- to contact you regarding our services to you including providing you with updates, security alerts, changes to policies and other transactional messages.
- to develop consumer insights so we can better understand your preferences and interests, personalise your experience and enhance the products and services you receive.
- for security, credit or fraud prevention purposes

Where your personal information is not 'sensitive information' (information regarding your health and racial or ethnic origin) we may use your information for reasonably expected secondary purposes related to the above.

In addition, we may use your information as otherwise authorised by law.

5 INFORMATION WE DISCLOSE

We may transfer or disclose your personal information to our related companies. We will only disclose your information to others outside our group of companies to the extent required to provide our services to you, for the purposes outlined in the "Why We Collect Your Information" paragraph above or as otherwise requested or authorised.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

Unless you have given your consent, we will not rent or sell your information to third parties except as set out in this Privacy Policy.

6 DISCLOSING YOUR PERSONAL INFORMATION OVERSEAS

We may disclose your personal information to recipients which are located outside Australia and who provide services to our business, including our mobile application.

We will not send your personal information to recipients outside of Australia without first:

- taking reasonable steps to ensure that the overseas recipient complies with the Australian Privacy Principles and this Privacy Policy;
- obtaining your consent; or
- otherwise complying with the Privacy Act.

You consent to any such transfers, provided that they are otherwise in accordance with this Privacy Policy.

7 HOW WE HANDLE INFORMATION

We take reasonable steps to protect personal information held by us from misuse, loss or unauthorised access, modification or disclosure.

Personal information we collect and hold is stored on secure servers and is only accessible by those persons who need access to the information or in order to carry out our services. We also maintain physical security measures to protect the use and storage of physical records containing your personal information. Our staff are subject to confidentiality agreements which require them not to disclose your information otherwise than in accordance with this Privacy Policy.

We will take reasonable steps to destroy or de-identify your personal information when we are no longer permitted to keep it.

Where we detect misuse, loss or unauthorised access, modification or disclosure to your personal information, we will comply with all relevant provisions of the Notifiable Data Breach Scheme.

8 DIRECT MARKETING:

Where we use your personal information to send you marketing and promotional information you will be provided with the opportunity to opt-out of receiving

such information. Unless you exercise your right to opt-out of such communication, you will be taken to have consented to receive similar information and communications in the future.

9 MEMBER BENEFITS PROGRAMS

We may enter into corporate partnerships with third parties who are seeking to offer discounted products or services to our members. Where you apply for discounted products or services through such third parties, you consent for your member information being provided to those third parties to confirm your eligibility for discounts and consent to receiving any relevant promotional material.

10 YOUR RIGHTS & CHOICES

You are entitled to access the personal information we hold about you and may request that we correct any errors in the information we hold.

If you would like to access or correct your personal information held by us, please contact us at the address below.

We will take reasonable steps to allow you to access your information unless circumstances exist that would prohibit us from doing so.

We will correct your personal information where we are satisfied that the information is inaccurate, out of date, incomplete, irrelevant or misleading. If we correct any personal information that we have disclosed to third parties we will take reasonable steps to notify those parties of the change or update. You accept that following a request to correct your information we may be required to take reasonable steps to verify your identity or the personal information, which may include confirmation with third parties.

There is no charge for requesting access to your personal information, but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

11 MOBILE APP

The Mobile App is a third-party application which is operated by EGYM, Inc (**EGYM**). The collection of personal information by the Mobile App is subject to the privacy policy of EGYM which is available in the Mobile App. We encourage our members who use the Mobile App to read the privacy policy.

12 LINKS TO OTHER WEBSITES

Our website may from time to time contain links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy policies of each and every website that collects personal information.

13 HOW TO CONTACT US

If you have any queries, concerns or complaints, or would like to discuss any matter concerning your privacy, please contact us at privacy@revofitness.com.au

If you are concerned that we may have breached the Australian Privacy Principles, please contact us immediately. We will undertake a reasonable and expeditious assessment of the concern and suggest relevant resolution processes. Alternatively, you may wish to contact the Office of the Australian Information Commissioner.

14 CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Any changes to this Policy will be effective immediately upon the posting of the revised Privacy Policy on this page. We encourage you to periodically review this page for the latest information on our privacy practices.

The effective date of this Privacy Policy is: 10th June, 2024.