

# **Pursuit Muay Thai – Privacy Policy**

Effective Date: June 2026

# 1. Introduction

Welcome to Pursuit Muay Thai. We are committed to protecting the privacy and security of our members, guests, and staff across all our facilities operating within Australia.

This Privacy Policy outlines how Pursuit Muay Thai ("we", "us", "our", or "the Centre") collects, uses, stores, and discloses your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and applicable state and territory legislation regarding health information and surveillance.

## 2. What Personal Information We Collect

We only collect personal information that is reasonably necessary for us to provide you with our martial arts and fitness services. This may include:

- General Identity & Contact Details: Name, date of birth, address, email, and phone numbers.
- Financial Information: Bank account or credit card details required for your Direct Debit Request (DDR) and Contract.
- Health and Medical Information: Disclosed physical conditions, injury history, or medical clearances relevant to your safe participation in physical activities.
- Visual Information: Photographs, video footage, and CCTV recordings taken within our facilities.
- Attendance Data: Check-in records, class attendance, and membership status.

# 3. How We Use Your Personal Information

A Customer's "personal information" will primarily be used by the Centre to provide you with the services contemplated by your Direct Debit Request (DDR) and Contract, or in accordance with your selection relating to the Privacy disclaimer on the front page of your DDR and Contract.

We may use your personal information to:

- Process your membership applications and manage your account.
- Provide safe and tailored martial arts instruction and gym services.
- Process payments and manage billing (facilitated by our third-party billing and management providers, Ezypay and Gymdesk).
- Communicate with you regarding facility updates, class changes, or safety notices.

# 4. Photography, Video Footage, and CCTV

Due to the nature of martial arts training, seminars, and grading events, we frequently capture media for training, safety, and promotional purposes.

**Promotional Media:** By entering our facilities or participating in our classes, you acknowledge that photographs and video footage may be taken. Unless you explicitly indicate to the contrary in writing, you consent to Pursuit Muay Thai using this visual material for promotional purposes, including on our website, social media channels, and marketing materials.

**Opting Out of Media:** If you do not wish to be photographed or filmed, please notify the facility manager in writing so we can reasonably accommodate your request.

**CCTV and Surveillance:** For the safety and security of our staff and members, CCTV operates in the public areas of our facilities. This footage is recorded in compliance with state and territory Surveillance Devices Acts (e.g., proper signage is displayed at entry points) and is only accessed by authorized personnel or law enforcement when legally required.

# 5. Direct Marketing

Unless you indicate to the contrary, you agree that we may use your personal information for internal marketing purposes. We may use your personal information to develop marketing lists and other programs for internal use only, so that we may offer you goods, services, and facility updates by mail, telephone, facsimile, email, or SMS.

## **How to Opt-Out:**

In compliance with the Spam Act 2003 (Cth), if you do not want to be contacted for marketing purposes, you can opt-out at any time by:

- Replying "STOP" to any SMS you receive from us.
- Clicking the "Unsubscribe" link at the bottom of any marketing email.
- Notifying your local Pursuit Muay Thai Centre directly in writing or in person.

# 6. Disclosure to Third Parties

We do not sell your personal information. We may disclose your information to trusted third parties only to the extent necessary to operate our business, including:

- Ezipay and Gymdesk: For direct debit, payment processing, and membership management. Their specific Privacy Statements outline how they handle your financial and personal data and can be found on their respective websites.
- Software Providers: Systems used for facility access and internal reporting.
- Medical/Emergency Services: If you suffer a medical emergency at our facility, we may share your known health information with responding medical personnel.
- Law Enforcement: Where required or authorized by Australian law.

# 7. State and Territory Specifics (Health Records)

Because fitness and martial arts involve physical exertion, we may collect "sensitive information" (such as health status). We manage this strictly in accordance with the Privacy Act 1988 (Cth).

Additionally, depending on the location of the Pursuit Muay Thai facility you attend, we comply with state-specific legislation regarding the handling of health records, including:

- Victoria: Health Records Act 2001 (Vic)
- New South Wales: Health Records and Information Privacy Act 2002 (NSW)
- Australian Capital Territory: Health Records (Privacy and Access) Act 1997 (ACT)

We ensure that any health data collected is stored securely, kept strictly confidential, and only retained for as long as necessary to safely provide our services or comply with legal retention obligations.



## **8. Data Security and Storage**

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. Physical records are secured, and digital data is protected by industry-standard firewalls, encryption, and password-protected access controls.

# 9. Access, Correction, and Complaints

You have the right to request access to the personal information we hold about you and to ask us to correct it if it is inaccurate, out-of-date, or incomplete.

If you wish to access your information, update your details, or make a complaint about a potential breach of the Australian Privacy Principles, please contact our Member Support team:

Pursuit Muay Thai Member Support Manager

Email: [Membersupport@pursuitmuaythai.com](mailto:Membersupport@pursuitmuaythai.com)

Online: Via the website or Gymdesk Portal

We take all complaints seriously and, in accordance with the Office of the Australian Information Commissioner (OAIC) guidelines, we will investigate and respond to your complaint within 30 days. If you are unsatisfied with our response, you may escalate your complaint directly to the OAIC at [www.oaic.gov.au](http://www.oaic.gov.au).