

Privacy Policy

Elix'r Easts Holdings Pty Limited ABN 84 111 634 747 ("Elix'r", "we", "us" or "our") is committed to ensuring the privacy of personal information you provide to us. Your personal information is protected by the Privacy Act 1988 (Cth). The following statement reflects our policy in relation to the personal information that we collect.

User Consent

By visiting an Elix'r Health Club and submitting any personal information to us (whether in an Elix'r Health Club, via our website or otherwise), you agree to the terms and conditions of this Privacy Policy. You expressly consent to the collection, use and disclosure of personal information by Elix'r or its affiliates according to this Privacy Policy.

Collection of Information

The personal information we collect from you includes your name and contact information; date of birth; gender; emergency contact person and their contact information; bank details and/or credit card details; membership number and your frequency at our health clubs. Sometimes we collect sensitive personal information volunteered by you to be able to establish your fitness goals and readiness for physical exertion of the kind offered by Elix'r. You do not need to provide us with any sensitive information, however it may impact the level of service we are able to provide to you.

We do not knowingly collect personal information from under 18 members without the express permission of their parent or guardian.

We may also collect information about you when interacting with us via any social network, in order to provide you with a more personalized experience.

Personal Information from Other Sources

When it is reasonably necessary for our functions or business activities, we may collect personal information about you from other sources with which you have registered, companies who we have partnered with or other third parties. We may associate this information with the other personal information we have collected about you. We will provide you with the source of the information, if requested by you.

E-mail and E-mail Addresses

We may use and display your full name and email address when you send an email notification to a friend through Elix'r's website or the social network from which you have connected to Elix'r's website (such as in an invitation, or when sharing your content). Additionally, we use your email address to contact you on behalf of your friends (such as when someone sends you a personal message) or notifications from a social network or other website with whom you have registered to receive such notifications. We may use this e-mail address to contact you, for things such as promotional deals and other related information. You may indicate your preference to stop receiving further promotional communications as further detailed below.

Information Collected via Technology

As you use Elix'r's website, certain information may also be passively collected and stored on our or our service providers' server logs, including your Internet protocol address, browser type, and operating system. We also use Cookies and navigational data like Uniform Resource Locators (URL) to gather information regarding the date and time of your visit and the solutions and information for which you searched and viewed, or on which of the advertisements displayed on Elix'r's website you clicked. This type of information is collected to make Elix'r's website more useful to you and to tailor the experience with Elix'r's website to meet your special interests and needs. If you choose to disable Cookies, some aspects of the Website may not work properly, and you may not be able to receive our services.

We may also enable advertisers to promote third-party products and/or services by placing advertisements on Elix'r's website. These advertisers may use Cookies and/or "Web Beacons" (which are usually small, transparent graphic images) in order to monitor information related to served advertisements. Clicking on such advertisements will direct you to the website of a third-party and the advertiser. This Privacy Policy does not cover the privacy practices of any such advertisers (including Google and Facebook).

Your Personal Information may be stored in Elix'r's mysql database according to the membership or other form you may complete. This information may include your full name, email address, phone number/s, membership tag number and your full address depending on the form completed.

To the extent that your comments and feedback constitute Personal Information this is also potentially stored along with any member who has referred you to Elix'r.

Also stored in Elix'r's htaccess protected folders is:

- a) personal information a user submits via a CV/resume/cover letter and uploads;
- b) Anything a user submits as uploaded documents in respect of justifying a membership freeze - e.g. details around their business relocation, medical condition, injury, holidays etc.

Use and Disclosure of Information

Except as otherwise stated in this Privacy Policy, we do not sell, trade, rent, or otherwise share for marketing purposes the personal information that we collect with third parties, unless you ask or authorize us to do so.

We may provide your personal information to third-party service providers who work on behalf of or with us to provide some of the services and features of Elix'r's website and to help us communicate with you. You can notify us if you do not wish us to provide your personal information to third parties.

In the event we go through a business transition such as a merger, acquisition by another company, or sale of all or a portion of our assets, your personal information may be among the assets transferred. You acknowledge that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of ours or that acquirer's assets may continue to process your personal information as set forth in this Privacy Policy.

By submitting your personal information to us you consent to us using your personal information in the following ways and for the following purposes:

- a) to provide you with our products or services;
- b) to administer our relationship with you;
- c) to facilitate the running of and your participation in promotions and other competitions;
- d) to monitor activity on Elix'r's website;
- e) to compile databases and profiles to enable us to market goods and services more accurately;
- f) for internal administrative purposes, such as procedural assessments, risk management, staff training, accounting, billing, product and service reviews;
- g) to identify and inform you about other products or services that may be of interest to you;
- h) to market, improve and add to our products and services;
- i) where there is a serious threat to an individual's life or to public health or safety;
- j) where there is reason to suspect unlawful activity has been engaged in;
- k) where required or authorised by law; or
- l) where required by an enforcement body.

The Ability of Others to View Your Information

If you choose to disclose personal information when posting comments or other information or content through Elix'r's website, this information may become publicly available and may be collected and used by others, including people outside Elix'r's website community. We will not have any obligations with respect to any information that you post to parts of Elix'r's website available to others.

Your Choices Regarding Your Personal Information

You have a right at any time to stop us from contacting you for marketing purposes. When you receive promotional communications from us, you may indicate a preference to stop receiving further promotional communications from us by contacting us directly at marketing@elixr.com.au

You have the right to request a copy of the personal information that we hold about you by contacting us at marketing@elixr.com.au, except in the following circumstances:

- a) it would have an unreasonable impact on the privacy of others;
- b) the information relates to legal proceedings with you;
- c) the information would reveal our commercially sensitive decision making process;
- d) providing access to the information would prejudice certain investigations;
- e) we are required by Australian law not to disclose the information.

We will respond to a request for access to information as a priority and will seek to do so within a reasonable period.

We will not charge you for requesting access to your own personal information.

Inaccurate information

We take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate and up to date. If you believe that any information that we hold about you is inaccurate or out of date, please contact us and we will review and update the relevant information. You may change any of your profile information by editing it in the profile settings page.

Feedback

If you provide feedback to us, we may use and disclose such feedback for any purpose, provided we do not associate such feedback with your personal information. We will collect any information contained in such feedback and will treat the personal information in it in accordance with this Privacy Policy. You agree that any such comments and any email we receive becomes our property. We may use feedback for marketing purposes or to add to or modify our services without paying any royalties or other compensation to you.

Security

We will take all reasonable steps to protect and safeguard the personal information we collect. If we suspect that there has been an eligible data breach (for example there has been unauthorized access to your personal information or your information has been lost) we will undertake a reasonable and expeditious investigation and if it is found that there has been an eligible breach then we will notify you and provide details of the breach and the steps that you should take. We will also ensure the Office of the Australian Information Commissioner (OAIC) is properly notified.

Contact and Revisions

If you have questions or concerns about our Privacy Policy, please contact us at marketing@elixr.com.au

This Privacy Policy is subject to occasional revision at our discretion and will be outlined on this page. If you object to any such changes, you must cease using Elix'r's website. Continued use of Elix'r's website or attending any of our health clubs following notice of any such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.