



NAKARMA

Privacy Policy



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Background

The *Privacy Act 1988* (Privacy Act) is an Australian law which regulates the handling of personal information about individuals.

The Privacy Act includes thirteen Australian Privacy Principles (APPs). The APPs set out standards, rights and obligations for the handling, holding, use, accessing and correction of personal information (including sensitive information).

Purpose

Unique Solutions Asia Pacific Pty Ltd trading as NAKARMA (ABN 51 087 323 297) recognises that your privacy and the security of your personal information is paramount. NAKARMA takes every precaution to ensure that your privacy is maintained, and that any personal information is stored securely.

The purpose of this Privacy Policy is to clearly outline:

- NAKARMA's adherence to the *Privacy Act 1988* (The Act), the Australian Privacy Principles (APPs);
- What information is collected, why it is collected and what it is used for; and
- NAKARMA's commitment to ensuring your privacy is maintained and your personal information is secure.

Should you have any questions about this Privacy Policy please contact info@nakarma.com.au. Further information on privacy in Australia may be obtained by visiting the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.

About NAKARMA

NAKARMA is a multi-disciplinary wellness centre focused on 'active' aging. While our core business is Yoga, Pilates and Barre we have a keen interest in providing services to our members through our partners which continues to complement and support health and lifestyle choices. These services may include massage, physiotherapy, nutrition and other services from time to time.

Our Commitment to Privacy & Responsible use of information

NAKARMA is committed to protecting your privacy and any personal information we collect. NAKARMA abides by the applicable *Australian Privacy Principles* (APPs) enacted in 2014 as the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*.

This policy explains how we may collect, use, disclose and otherwise handle personal and sensitive information.

Privacy Policy Statement

This Privacy Policy is authorised for distribution by NAKARMA.

Entity: Unique Solutions Asia Pacific Pty Ltd trading as **NAKARMA**
The Warehouse 29 Sandy Point Road Corlette NSW 2315

ABN: 51 087 323 297

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What Information is Collected, Why & How it's Collected & How it is Used

NAKARMA is committed to safeguarding personal privacy. We understand providing personal information is an act of trust. Unless given consent to do otherwise, we will only collect and use personal information as set out in this policy.

For the purposes of this Privacy Policy personal information may mean some or all the following:

- name
- contact details (i.e. contact address(es), contact number(s), email address)
- date of birth
- language(s) spoken
- gender
- emergency contact details
- bank account and/or credit card details
- student identification details
- employment details
- payment history
- sensitive information (i.e. health certificate(s), fitness assessment)
- other information relevant to the fitness profession that may be of interest to NAKARMA
- your internet service provider, computer or mobile device when use of our website or mobile app and you have enabled 'cookies', 'web beacons' and/or other technologies

Collection of personal information

Personal information is collected directly from members or potential future members when they personally complete and submit an application form to become a member of NAKARMA. This can be done in person at our Studio, via our online website, Facebook business page or on the phone via one of our staff.

NAKARMA will not collect or monitor any personal information about an individual without their consent. The only personal information collected is what is provided voluntarily by a member or prospective member.

We collect personal information primarily to enable us to provide members with our services or functions related thereto. We may also use the information for marketing to you or for any other purpose permitted under the Privacy Act 1988 (Cth).

When a membership or product is purchased personal information will be requested in order to provide the requested service or product, provide updated information, and advise of other NAKARMA products or services, which may be of interest. You are not obligated to provide personal information however failure to do so may result in NAKARMA and or its partners being unable to provide services or products to you.

Collection of sensitive information

For the purposes of this Privacy Policy sensitive information means the information a member has disclosed to us about their physical and mental health and wellbeing.

Sensitive information will only ever be used for providing services to members. Such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of NAKARMA, or any member of the public, or to lessen a serious threat to a person's health or safety. For the purposes of this Privacy Policy sensitive information is a subset of personal information.



How we use and disclose your information

Personal Information will be used for the following primary purpose:

- To fulfil obligations under a member’s membership agreement and/or any other contract between him/her and NAKARMA;
- To render services under a member’s membership agreement;
- To provide information about products, service and/or special offers to members;
- To obtain opinions or comments about products and/or services from members;
- To record statistical data for marketing analysis from members.

NAKARMA may employ other companies or service providers to assist us in providing our services or any functions related to our services, including (but not limited to) membership application, marketing, market research, mail-house services, debt recovery functions, hosting and product development services, analysis of member lists and/ or consulting services. For the avoidance of doubt, NAKARMA may disclose your personal information to our partner debt collection agencies and other parties that assist with debt collection. NAKARMA may disclose, and these third parties may have access, to the personal information that is needed to perform their specific function. They cannot use that information for other purposes.

NAKARMA recognise the trust with which individuals provide personal information, and such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of NAKARMA, or any member of the public, or to lessen a serious threat to a person's health or safety.

Use of tracking technologies

NAKARMA uses tracking technologies such as cookies or web beacons to make use of the website and services as convenient as possible. Cookies are pieces of information that a web site transfers to a computer's hard disk for record keeping purposes. Web Beacon is a technical method that sends information related to the access to websites, when you browse websites, open or preview an HTML-formatted email. Most web browsers are set to accept tracking technologies such as cookies or web beacons. These tracking technologies do not themselves personally identify users, although they do identify a user's browser. These tracking technologies allow NAKARMA to monitor NAKARMA's web site, and to record how many people are using the different parts of the site. It is possible to set the browser to refuse tracking technologies such as cookies or web beacons, however, this may limit the services provided by NAKARMA's web site.

Contact by NAKARMA

NAKARMA does not send advertising information without obtaining prior consent. If an individual receives communications from NAKARMA which they do not wish to receive, they may remove their name from the database by contacting us at info@nakarma.com.au.

An individual's right to information

Individuals have the right to review, amend or delete their personal and/or sensitive Information that may be recorded on the NAKARMA's database. Information may be reviewed, amended or deleted by emailing a request to info@nakarma.com.au.

A request may be made to delete personal and/or sensitive information, and all reasonable steps to delete the information will be made, except where it is required for legal reasons. Deletion of information may result in NAKARMA being unable to sell products directly and/or provide certain services including after sales services.



How we store and secure your personal and or sensitive information

NAKARMA takes all reasonable steps to keep secure personal information recorded and to keep this information accurate and up to date. Personal information is stored on secure servers if in digital format, or in locked areas if in hardcopy format. In some cases these secure servers may be in Australia and Ireland. NAKARMA employees and data processors are obliged to respect the confidentiality of any personal and/or sensitive information held by NAKARMA. NAKARMA only permits authorised personnel to access your information and information will only be disclosed to third parties where they have the appropriate authority. We destroy or de- identify personal information we no longer need, wherever possible.

Third Party Web Sites

NAKARMA may provide links to third-party web sites whose operators may or may not adhere to a privacy policy or be governed by the National Privacy Principles. These linked sites are not under the control of NAKARMA, and NAKARMA is not responsible for the conduct of companies linked to our web site, nor for the performance or otherwise of any content and/or software contained in such external websites.

Complaints Resolution

For further information regarding this Privacy Policy or to make a complaint please contact our office in writing via emailing info@nakarma.com.au.

Changes to this privacy policy

NAKARMA reserves the right to review, amend, update and change this Privacy Policy from time to time to reflect its practices and obligations. Any changes will take effect when they are made or posted on our website.

Contact Details

NAKARMA

The Warehouse

29 Sandy Point Road

Corlette NSW 2315

Ph: +61 0413447774

E: info@NAKARMA.com.au