

# Fastlane Fitness Privacy Policy

## Our Commitment to Privacy

Fastlane Fitness is committed to protecting the privacy of our members, customers, visitors and staff. We collect, use and store personal information in accordance with the Privacy Act 2020.

## What Information We Collect

Depending on the services you use, we may collect:

- Name, address and contact details
- Date of birth
- Emergency contact information
- Membership information
- Attendance and facility usage records
- Payment and billing information
- Information relating to membership suspensions or cancellations
- Information provided through enquiries, competitions or promotions
- Information required for swim school enrolments
- Limited health information where necessary to provide services safely

## Why We Collect Information

We collect personal information to:

- Manage memberships and facility access
- Process payments and billing
- Communicate with members
- Deliver programmes and services
- Ensure member safety
- Improve our services
- Meet legal and regulatory obligations
- Provide information about promotions, events and services

## How We Store Information

Personal information is stored securely using systems and processes designed to protect against unauthorised access, loss, misuse or disclosure.

Access to member information is restricted to authorised staff who require access to perform their duties.

## Sharing Information

Fastlane Fitness does not sell personal information.

We may share information with trusted service providers where necessary to operate our business, including:

- Membership management providers
- Payment processing providers
- Professional advisers where required
- Government agencies where required by law

Any information shared will be limited to what is necessary for the intended purpose.

## **Accessing or Correcting Your Information**

You have the right to request access to the personal information we hold about you and to request correction of any information you believe is inaccurate.

Requests can be made by contacting our Privacy Officer.

## **Marketing Communications**

From time to time, we may send information about promotions, events, services and facility updates. You may opt out of marketing communications at any time.

## **Privacy Officer**

Fastlane Fitness has appointed a Privacy Officer responsible for privacy-related enquiries and requests.

For privacy enquiries, please contact:

Privacy Officer  
Fastlane Fitness  
800 Victoria Street, Hamilton

Email: [admin@fastlane.kiwi](mailto:admin@fastlane.kiwi)  
Phone: 07 839 0886

## **Changes to this Policy**

This Privacy Policy may be updated from time to time. The latest version will be available upon request and on our website.