

Hakea Wellness Privacy Policy

Effective Date: April 9, 2025

Last Updated: April 9, 2025

At **Hakea Wellness**, your privacy is of paramount importance to us. We are committed to protecting your personal information and ensuring that it is handled in accordance with this Privacy Policy. This policy outlines how we collect, use, store, and protect your personal data in relation to our services, including Pilates Reformer classes, Contrast Therapy, and any other wellness services provided at our studio.

By using our services, visiting our website, or engaging with us in any capacity, you agree to the terms of this Privacy Policy.

1. Information We Collect

We collect personal information when you interact with us, register for classes, use our facilities, or communicate with us. The types of information we may collect include:

- **Personal Information:** Your name, address, phone number, email address, and emergency contact details.
 - **Health & Medical Information:** Information related to any health conditions, injuries, or medical concerns that may be relevant for your participation in our services (e.g., Pilates, Contrast Therapy). This information is collected voluntarily and only with your consent.
 - **Payment Information:** Payment details including credit/debit card information, billing address, and transaction history when you purchase memberships or individual sessions.
 - **Demographic Information:** Age, gender, and other demographic data that may be used for personalized wellness experiences.
 - **Usage Data:** Data about your interaction with our website or app, including pages visited, time spent on the site, and information about your device or browser.
 - **Feedback:** Any feedback or testimonials you provide regarding your experience with our services.
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2. How We Use Your Information

We use the information we collect from you to provide and improve our services, including but not limited to:

- **Providing Services:** To process your bookings, provide you with access to our Pilates Reformer classes, Contrast Therapy sessions, and any other wellness services, and to communicate with you regarding these services.
- **Health and Safety:** To ensure that we can provide a safe environment for all participants by monitoring health conditions and providing the necessary support.
- **Personalization:** To tailor wellness programs and experiences based on your individual preferences and goals.
- **Payment Processing:** To process payments for our services, memberships, and any other purchases made through our website or in person.
- **Communication:** To send you essential information regarding your sessions, promotions, class schedules, and any updates related to Hakea Wellness.
- **Improvement of Services:** To analyze and improve our services, including responding to your feedback, conducting surveys, and understanding usage patterns.

3. How We Share Your Information

We will never sell, trade, or rent your personal information to third parties. However, we may share your information in the following circumstances:

- **With Service Providers:** We may share your personal data with trusted third-party service providers who assist us in managing our business, such as payment processors, marketing partners, or technology providers. These third parties are contractually obligated to protect your data and use it only for the purposes specified by us.
- **Legal Compliance:** We may disclose your personal information if required by law, such as to comply with a subpoena, legal process, or government investigation.
- **In the Case of Business Transfer:** In the event of a merger, acquisition, or sale of our business assets, your personal data may be transferred as part of that transaction.

4. Data Security

We take the security of your personal information seriously and use reasonable administrative, technical, and physical safeguards to protect it from unauthorized access, loss, misuse, or alteration. However, no data transmission over the internet or method of electronic storage is 100% secure. While we strive to protect your personal information, we cannot guarantee absolute security.

5. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including to comply with legal, accounting, or reporting requirements. If you wish to delete your information or request that we stop using it, you can contact us as described below.

6. Your Rights and Choices

As a participant in our services, you have the following rights regarding your personal data:

- **Access:** You have the right to request a copy of the personal information we hold about you.
 - **Correction:** You can request that we correct or update any inaccurate or incomplete information.
 - **Deletion:** You can request that we delete your personal information, subject to certain exceptions such as when we need to retain the data for legal or operational purposes.
 - **Opt-Out of Marketing Communications:** You can opt out of receiving marketing emails or promotional materials from us by clicking the "unsubscribe" link at the bottom of our emails or by contacting us directly.
 - **Withdraw Consent:** If we are processing your data based on consent, you may withdraw your consent at any time by contacting us.
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7. Use of Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website, track usage patterns, and personalize content. You can manage your cookie preferences through your browser settings. For more information on how we use cookies, please refer to our [Cookie Policy] (if applicable).

8. Third-Party Websites

Our website or services may contain links to third-party websites, including social media platforms, payment processors, and other services. This Privacy Policy does not apply to third-party websites, and we are not responsible for their privacy practices or content. We encourage you to review the privacy policies of any third-party websites you visit.

9. Children's Privacy

Our services are not intended for individuals under the age of 18, and we do not knowingly collect personal information from minors. If you believe that we have inadvertently collected personal data from a child under 18, please contact us so we can take appropriate steps to remove the information.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal requirements. Any changes will be posted on this page, and the "Effective Date" will be updated accordingly. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

Hakea Wellness

Ground Floor, Aquafit Health Fitness Wellbeing,
Old Menangle Rd, Campbelltown

Email: hello@hakeawellness.com.au

Phone: 46 297 297

12. Complaints About Our Privacy Policy

At **Hakea Wellness**, we are committed to handling your personal information responsibly. If you have any concerns or complaints regarding our Privacy Policy or how your personal information is handled, we encourage you to contact us directly. We take all complaints seriously and will work with you to address any issues.

You can contact us with your concerns via:

- **Email:** hello@hakeawellness.com.au
- **Phone:** 46 297 297
- **Postal Address:** Ground Floor, Aquafit Health Fitness Wellbeing, Old Menangle Rd, Campbelltown

We will acknowledge receipt of your complaint as soon as possible and aim to resolve the issue within a reasonable time frame. If you are dissatisfied with our response, you have the right to lodge a complaint with the relevant data protection authority or regulatory body in your jurisdiction.

Acknowledgement

By using our services, visiting our website, or engaging with us in any capacity, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.