



Grounded Studio Pilates

Effective Date: 15/07/2026

Grounded Studio Pilates (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This Privacy Policy explains how we collect, use, store, and disclose your personal information when you interact with our studio, website, classes, and services.

1. What Personal Information We Collect

We may collect the following types of personal information:

- **Personal details** — name, date of birth, address, email, phone number.
- **Health information** — relevant medical history, injuries, or conditions needed to safely deliver Pilates services.
- **Payment information** — billing details, transaction history (processed securely through third-party payment providers).
- **Booking and attendance records** — class bookings, cancellations, attendance logs.
- **Digital information** — website analytics, IP address, cookies, and interactions with our online platforms.

We only collect health information with your consent, as required under the Privacy Act.

2. How We Collect Personal Information

We collect information in several ways:

- **Directly from you** — when you register, complete forms, contact us, or participate in classes.
- **Online interactions** — through our website, booking system, or social media.
- **Third-party providers** — such as payment processors or scheduling platforms.

3. Why We Collect Your Information

We use your personal information to:

- **Provide Pilates services** and ensure classes are safe and appropriate for your needs.
- **Manage bookings**, payments, and studio administration.
- **Communicate with you** about classes, updates, promotions, or changes.
- **Improve our services** through analytics and feedback.
- **Meet legal obligations** including record-keeping and health/safety requirements.

We will not use your information for purposes unrelated to your Pilates services without your consent.

4. Disclosure of Personal Information

We may disclose your information to:

- **Service providers** — booking platforms, payment processors, IT support.



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- **Health professionals** — only with your consent or when required to prevent serious harm.
- **Legal authorities** — if required by law.

We do **not** sell or trade personal information.

5. Storage and Security

We take reasonable steps to protect your information from misuse, interference, loss, and unauthorised access. This includes:

- **Secure digital storage**
- **Restricted access**
- **Encrypted payment processing**

If information is stored overseas (e.g., via booking or payment platforms), we ensure providers comply with privacy standards consistent with the APPs.

6. Access and Correction

You may request:

- **Access to your personal information**
- **Corrections to inaccurate information**

Requests can be made by contacting us using the details below. We will respond within a reasonable timeframe.

7. Marketing Communications

We may send you updates or promotions related to Grounded Studio Pilates. You can opt out at any time by:

- Clicking “unsubscribe” in emails
- Contacting us directly

We will never send marketing without your consent.

8. Cookies and Website Analytics

Our website may use cookies and analytics tools to improve user experience. You can disable cookies in your browser settings, though some features may not function properly.

9. Complaints and Questions

If you have concerns about how your personal information is handled, you can contact us directly.



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If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

10. Contact Us

Grounded Studio Pilates

Email: groundedstudiopilates@gmail.com

Address: 40 Downey Street Alexandra

11. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website or by request.