

PRIVACY POLICY

1. We Respect Your Privacy

Sharp Mindset Fitness respects your privacy and we are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our Website and Services.

We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and, to the extent applicable, the EU General Data Protection Regulation (GDPR).

2. Children's Privacy

- (a) Our Services are not intended for children under the age of 18 without parental or guardian consent. We do not knowingly collect Personal Information from children under 18 unless verifiable parental consent has been obtained.
- (b) If a parent or guardian becomes aware that their child has provided us with Personal Information without their consent, they should contact us using the details provided in this Privacy Policy. We will take steps to delete such information from our records.
- (c) Where children participate in our online courses with parental consent, we will only use their Personal Information for the purposes of course delivery, progress tracking, and communication directly related to the course content.

3. Types of information

The Personal Information which we collect and hold about you may include your name, email address, identification number, or any other type of information that can reasonably identify an individual, either directly or indirectly.

4. How we collect your Personal Information

- (a) We may collect Personal Information from you whenever you input such information into the Website, Services Interface or provide it to us in any other way.
- (b) We may also collect cookies from your computer which enable us to tell when you use the Website and also to help customise your Website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies. See our Cookie Policy for more information.
- (c) Where reasonable and practicable we collect your Personal Information from you only. However, sometimes we may be given information from a third party. In cases like this we will take steps to make you aware of the information that was provided by a third party.

5. How we use your Personal Information

- (a) We collect Personal Information to provide the best service experience possible on the Website and keep in touch with you about developments in our business.
- (b) For our online courses, we collect and use your Personal Information to: deliver course content and materials; track course progress and completion; communicate with you about course updates and related offerings; and improve course content and delivery methods.
- (c) We customarily only disclose Personal Information to our service providers who assist us in operating the Website. Your Personal Information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.

6. Security, Access and correction

- (a) All Personal information is stored on Sharp Mindset Fitness' marketing and membership platform, Kartra. Security and privacy are Kartra's highest priorities, and they have built-in safety measures implemented to protect customer data. Personal contact information (like name, email, phone, address, and IP) is stored on secure third-party servers/storage clusters managed by Kartra. You can learn more about this at www.kartra.com/privacy-policy/.
- (b) The contacts are stored with unique profiles where all their interactions, transactions, lists, tags, and sequences within your Kartra account are documented. When a Kartra customer account is closed, accumulated data is retired to a storage cluster with no front-facing access before eventual deletion after an arbitrary period. You can learn more about this on this page www.kartra.com/gdpr/.
- (c) Kartra uses reCaptcha and multi-factor authentication protocols to keep your account content safe. Kartra has additional appropriate security measures to prevent unauthorized access, misuse, or disclosure. Access is strictly limited to those individuals who need to know/access the customer/controller's personal data. This is further outlined in Kartra's Data Processing Addendum www.kartra.com/dpa/.
- (d) The Australian Privacy Principles:
 - (i) permit you to obtain access to the Personal Information we hold about you in certain circumstances (Australian Privacy Principle 12); and
 - (ii) allow you to correct inaccurate Personal Information subject to certain exceptions (Australian Privacy Principle 13).
- (e) Where you would like to obtain such access, please contact us in writing on the contact details set out at the bottom of this privacy policy.

7. GDPR Compliance

- (a) For individuals located in the European Union, we comply with the General Data Protection Regulation (GDPR). We process your Personal Information on the basis of: your consent;

performance of a contract with you; compliance with legal obligations; or our legitimate interests in providing and improving our services.

- (b) Under GDPR, you have the right to: access your Personal Information; rectify inaccurate Personal Information; request erasure of your Personal Information; restrict processing of your Personal Information; object to processing; and data portability.
- (c) You may withdraw your consent to our processing of your Personal Information at any time. However, this will not affect the lawfulness of processing based on consent before its withdrawal.
- (d) To exercise any of your GDPR rights, please contact us using the details provided in this Privacy Policy. You also have the right to lodge a complaint with your local data protection authority if you believe we have not complied with applicable data protection laws.

8. Complaint procedure

If you have a complaint concerning the manner in which we maintain the privacy of your Personal Information, please contact us on the contact details below.

How to contact us about privacy

If you have any queries, or if you seek access to your Personal Information, or if you have a complaint about our privacy practices, you can contact us at hello@sportsmindsetbootcamp.com

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