



MATIES GYM PRIVACY NOTICE

Protecting your privacy is very important to us. The following information will help you understand the purposes for which we collect, store and use your information. Please read and consider this document carefully since it sets out our intended use of your personal information which we may collect when you sign up for our services or make use of our website or mobile applications. When you do any of the aforementioned you will be required to agree that we may collect, hold, process, use and disclose your personal information on the basis described in this document.

We will keep your information confidential and will only share your information if we are legally required to do so, if we must do so in order to fulfil our agreement with you or if you have given your consent.

If you have any questions, please contact us at gymsales@sun.ac.za

This privacy notice is part of our agreement with you. We may need to update it from time to time, but we will inform you when we do. **You should read this notice along with the terms and conditions that apply to the products or services you use.**

WHO YOU ARE SHARING YOUR INFORMATION WITH

We are Maties Gymnasium (Pty) Ltd trading as Maties Gym.

We may share your information with entities in our company group, including to the directors, employees, contractors, agents, auditors, legal and other professional advisors of such entities as well as entities which supply, support, underwrite or participate in a service or product we provide to you insofar as it pertains to your subscription to and use of such service or product. Such entities are committed to keeping your information secure and confidential, and to only use it on our behalf for the purposes described in this document.

WHAT WE COLLECT, AND HOW WE COLLECT IT

When you sign up as a Maties Gym user we collect personal information.

- Biometric details such as height, weight, blood pressure, skin folds and body fat percentage and a fingerprint scan for our biometric access control system.

We obtain your PI when you use our facilities and services.

When you use our facilities or enter our premises, we will process a:

- Body measurements
- Blood pressure
- Any other legal requirements for use of our facility as government regulations may prescribe from time to time.

We do not knowingly collect the personal information of children.

You should be older than 18 to make use of our services. We do not knowingly collect the personal information of children without the consent of a parent or guardian. If you are not yet 18, you must obtain your parents' or legal guardians' advance permission and consent to be bound by these terms prior to you making use of our products or services. If you are under 18 and fail to obtain such consent you may not make use of our products or services.

We use cookies to optimise your website experience, but you may opt out.

A cookie is a small piece of information stored by your browser on your device. It may contain some personal details and date and time information in an encrypted format, which can be recalled when you return to the website. This speeds up our identification, ordering and delivery process.

We use cookies to identify the device you use to connect to our website. Cookies on their own cannot identify you specifically; they just recognise your web browser. We use anonymous cookies to collect data about how you use our website, so that we can improve and optimise your website experience.

You can opt out, e.g. 'opt out of Google Analytics for Display Advertisers and out of customised Google Display Network advertising by visiting Google's Ad Preferences Manager' or 'find more information about cookies, including how to block them or delete them at AboutCookies.org'.

WHAT WE USE YOUR INFORMATION FOR

We use your information to 'provide our services to you'.

We use your personal information to enable us to provide our services to you, which includes the following:

- Process your application for our services and making related decisions, including by verifying your identity, status, contact details, financial track record and otherwise ascertaining that you qualify for our services from time to time;
- To take such actions as may be required to enable and improve your participation in our services and to exercise our rights and comply with our obligations in respect thereof, including by processing and recording your service requests and transactions, managing your accounts, communicating with you regarding your use of our products and services and collecting payments you may owe us;
- To inform and provide you with the opportunity to make use of products, services and benefits that we offer and that we believe may be of interest to you to the extent that we are lawfully permitted to do so;
- To ensure that the information we receive and hold about you is accurate, complete and up to date;
- Delivering any products or services you requested;
- For such other purposes as you may consent to or as may otherwise be lawfully permitted, including for the purposes of protecting our and/or your legitimate interests and/or that of our suppliers and other customers.

WHEN WILL WE SHARE YOUR INFORMATION

We do not sell or share your information for profit.

We respect your privacy and will never sell or share your information with other institutions or companies to use for their own purposes. We only share information if we have to do it to deliver the services you requested.

We may need to share your PI with companies who help us provide services to you.

We make use of suppliers or service providers who we trust to assist us to deliver the services you requested. They have agreed to keep your information secure and confidential, and to only use it for the purposes for which we have sent it to them.

We may be required by law to share your information.

Sometimes we will be required by law to share your information. For instance, if a warrant is issued by the police or if we are compelled by a court to disclose information. We will always check whether the request is legitimate.

HOW WE PROTECT IT

We take your privacy and the security of your personal information seriously.

We have implemented reasonable security safeguards based on the sensitivity of the personal information to protect it from loss, misuse and unauthorised access, disclosure, alteration, or destruction. For example, we regularly monitor our systems for possible vulnerabilities and attacks. But no system is perfect, and we cannot guarantee that information may not be accessed, disclosed, altered or destroyed by breach of any of our physical, technical or managerial safeguards.

We will inform you if your privacy is ever compromised.

Although we cannot prevent all security threats, we have measures in place to minimise the threat to your privacy should something happen. We let you know of any breaches which affect your personal information.

YOUR RIGHTS AND RESPONSIBILITIES

You have the right to know what kind of personal information we have about you and to correct it.

You have the right to:

- Ask what personal information we hold about you;
- Ask what information was sent to our suppliers, service providers or any other third party;
- Ask us to update, correct or delete any out-of-date or incorrect personal information we hold about you;
- Unsubscribe from any direct marketing communications we may send you;
- Object to the processing of our personal information.

You can request access to the information we hold about you or correct your personal information by contacting gymsales@sun.ac.za. To protect your information, we may require proof of your identity. This notice was last updated on 30 June 2021.