

# Privacy Policy

Forge Apartments, in concert with Voyager Apartments in Docklands, are responsible for the Wharf Club on behalf of residents. This is executed through the Wharf Club Owner's Corporation (OCC2) Committee. The OCC2 has contracted ongoing daily management of the Wharf Club (WC) to Just in Time Personal Training. This management arrangement is regularly reviewed and may change.

The Wharf Club provides facilities to residents and the public, in the form of a gym, pool, and steam room. Residents and the public can choose to become members of the Wharf Club by undertaking an induction if they wish to use the facilities.

This Privacy Policy sets out how personal information is collected and managed by the Wharf Club.

The Wharf Club is bound by the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act 1988 (Cth). In relation to health records, the Wharf Club is also bound by the Health Records Act 2001 (Vic.) and the Health Privacy Principles in that Act.

Wharf Club may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the Wharf Club's operations and practices and to make sure it remains appropriate to the changing data protection environment.

## **What kinds of personal information does the Wharf Club collect and how does the Wharf Club collect it?**

The Wharf Club collects and stores personal information of members including:

- fingerprint data for the purposes of approved identity authentication of access into the Wharf Club facilities
- personal data on each member requiring access to the shared facilities such as name, email address and phone number
- CCTV videos (stored for a limited time) of the facilities which may include images of members using the facilities
- health and fitness assessments, posture assessments, body composition analysis, personalised program design and program follow up.
- Information from the Building Managers of FORGE and VOYAGER which was previously collected from residents at their Building Induction, as confirmation of the information collected by JIT.

## ***Personal Information you provide:***

The Wharf Club will collect personal information held about an individual by way of forms filled out by a resident and others as part of the induction process to use the Wharf Club.

***Anonymity:*** The Wharf Club needs to be able to identify individuals with whom it interacts and to collect identifiable information about them to facilitate individual access to the shared pool, gym and steam room, and health and fitness assessments. However, in some limited circumstances some activities and

interactions with the Wharf Club may be done anonymously where practicable, which may include making an inquiry, complaint or providing feedback.

### **Use of CCTV**

The use of Closed-circuit Television (CCTV) is used to:

- enhanced security for access to the gym, pool and steam by members
- gather information if a crime is committed within the facilities
- keeping a record of entry into the Wharf Club
- prevent antisocial behaviour and nuisance.

### **How will the Wharf Club use the personal information provided?**

The Wharf Club will use personal information it collects for the primary purpose of providing eligibility for access for members to the facilities between 5 am and 10pm, 7 days a week; to exercise its duty of care in regarding occupational health and safety, and the appropriate use of facilities by all users.

The purposes for which Wharf Club uses personal information of members:

- authentication of members eligibility for access to the facilities
- to keep members of the Wharf Club informed about matters related to the Wharf Club, through online newsletters
- day-to-day administration of Wharf Club
- seeking feedback from members on the Wharf Club's performance and improvement.

In some cases, where the Wharf Club requests personal information about a member, if the information requested is not provided, the Wharf Club may not be able to induct or continue the induction of a member or permit the member to use the facilities.

**Promotional Material:** The Wharf Club views provides monthly online newsletters as an important part of ensuring that the Wharf Club continues to offer a quality health and fitness environment in which members enjoy the best on offer. Residents of Forge and Voyager may, from time to time, receive promotional information, such as an online newsletters which include personal information and sometimes members' images, for promotional and informative purposes.

### **Who might Wharf Club disclose personal information to and store your information with?**

Wharf Club does not disclose any personal information, including sensitive information, held about an individual to any other organisation or third party. It is used only for inhouse health and fitness programs and to enable authorised access to the facilities by members.

The Wharf Club may, from time to time, use the services of third-party online service providers (including for the delivery of services and third-party online applications or Apps relating to email, such as Google's Gmail) which may be accessible by members. Some personal information may be collected and processed or stored by these providers in connection with these services. These online service providers may be located in or outside Australia.

Just in Time personnel and the Wharf Club's internet service provider may have the ability to access, monitor, use or disclose emails, communications, documents and associated administrative data for the purposes of administering the facilities and services ensuring their proper use by members.

**How does the Wharf Club treat sensitive information?**

Biometric information (including biometric templates) is considered to be sensitive information, for which higher protections relating to collection and use apply in comparison to other personal information.

In referring to 'sensitive information', the Wharf Club means information relating to a member's, health and fitness information and fingerprint data about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless agreed otherwise, or the use or disclosure of the sensitive information is allowed by law.

Viewing of recorded CCTV images must only be carried out by authorised parties as viewing, copying or the provision of recorded CCTV images/footage by or to others is prohibited except where it is permitted by law.

**Management and security of personal information**

Protecting the security of biometric information is essential given its inherent and delicate nature; a person's biometric characteristics cannot be easily changed unlike passwords and ID tokens.

Wharf Club's staff from Just in Time are required to respect the confidentiality of members' personal information and the privacy of individuals.

Recorded data is collected and stored for an agreed period and within the limitations of the security system whereupon the stored data is wiped from the system.

The Wharf Club has in place, steps to protect the personal information the Wharf Club holds from misuse, interference and loss, unauthorised access, modification, or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records. This includes responding to any incidents which may affect the security of the personal information it holds. If the OCC or JIT assess that anyone whose information is affected by such a breach is likely to suffer serious harm as a result, they will be notified along with the Office of the Australian Information Commissioner of the breach. If you believe any of your personal information has been compromised, please let the Wharf Club know immediately.

**Responding to data breaches**

The Wharf Club will take appropriate, prompt action if staff have reasonable grounds to believe that a data breach may have or is suspected to have occurred. Depending on the type of data breach, this may include a review of the internal security procedures, taking remedial internal action, notifying affected individuals and the Office of the Australian Information Commissioner (OAIC). If unable to notify individuals, the Wharf club will publish a statement on their website and take reasonable steps to publicise the contents of this statement.

**Access and correction of personal information**

Under the Privacy Act and the Health Records Act, an individual has the right to seek and obtain access to any personal information and health records respectively which the Wharf Club holds about them and to advise the Wharf Club of any perceived inaccuracy. Members will generally be able to access and update their personal information through their contacting the staff of the Wharf Club or their Building Manager.

There are some exceptions to the access rights set out in the applicable legislation.

To make a request to access or to update any personal information the Wharf Club holds about you, please contact the Wharf Club staff in writing. The Wharf Club may require verification of your identity and to specify what information is required. If the required information cannot be provided you will be provided with a written notice explaining the reasons for refusal.

There may be circumstances where the reason for refusal is not provided, if doing so may breach the privacy of another person.

### **Enquiries and complaints and contact details**

If you would like further information about the way the Wharf Club manages the personal information it holds about members or wish to complain that the Wharf Club has breached its privacy obligations, please contact the Wharf Club Manager in writing. The OCC will investigate any complaint and issue notification of the decision in relation to the complaint as soon as is practicable after it has been made.

If you are not satisfied with the Wharf Club's decision, a complaint can be made to the:

- Office of the Australian Information Commissioner (OAIC) whose contact details are:  
GPO Box 5218, Sydney, NSW 2001  
Telephone: 1300 363 992  
[www.oaic.gov.au](http://www.oaic.gov.au)

OR

- Victorian Health Complaints Commissioner whose contact details are:  
Telephone: 1300 582 113  
<https://hcc.vic.gov.au/public/health-records-individuals>

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Last Amended:	July 2023
Location Checklist	Building Link for Forge and Voyager

**Last Review:** July 2023

**Ratified by Owner's Corporation OC1 & 2**