



Privacy Policy

About

This Privacy Policy (**Policy**) applies to Verto Coaching ABN 85571315223 and the website operated www.vertocoaching.com and Mobile Application, and any other website it operates which provides fitness products (referred to in this Policy as **we, our** and **us**).

We are committed to managing personal information in accordance with the Australian Privacy Principles (**APPs**) under the *Privacy Act 1988* (Cth) (**Privacy Act**) and any other applicable privacy laws. This page is used to inform website visitors and clients regarding our policies with the collection, use, and disclosure of Personal Information.

If you choose to use our services, then you agree to the collection and use of information in relation with this Policy. The Personal Information that we collect is used for providing and improving our services. We will not use or share your information with anyone except as described in this Privacy Policy. Verto Coaching will be a data controller for the purposes of the APPs and this policy includes information that must be provided to you when we collect your personal information.

The terms used in this Privacy Policy should be read together with our Terms and Conditions governing your use of our Products, which are accessible on our website, Mobile Application or any other location we operate.

Information Collection and Use

For a better experience while using our Products, we may require you to provide us with certain personally identifiable information. The information that we collect will be used to contact or identify you.

Collection and Use of Personal Information. By providing your Personal Information to us through the Services, you expressly acknowledge, agree and consent to the collection and use of your Personal Information as specified in this Privacy Policy. The legal bases for our processing of Personal Information are primarily that the processing is necessary for providing and supporting the Services for which you have entered into a contract, and that the processing is carried out in our legitimate interests, which are further explained below. Without such information, we will not be able to provide you with our Products.

We may collect the following types of information when you use our Products

Information you submit to us:

- Personal information: including but not limited to your name, address, telephone number, email address, date of birth and certain additional information may be required by us to make the product or services available to you, or may be disclosed by you on or through the services.
- Fitness information: you may choose to provide other information to improve your experience or enable certain features of the Services. Such information may include your fitness and nutrition information including but not limited to weight, height, exercise activity, location sensor readings that include GPS coordinates, step count or progression photos.
- Financial information: we may collect billing and other financial information in order to process payments in connection with the product or services. You expressly acknowledge and agree that certain information such as your credit card number or other financial account information may be required by us to make the product or services available to you.
- Commercial information: we may collect information about the product and services we provide to you and about features and transactions you make with us or other parties, operating through the product and services, information about purchases, what has been provided to you, when and where, if applicable, how much you paid, and similar information.
- User content: you may choose to provide additional information to improve your experience which may be in any form, such as text, images, documentation, forms, sound, and/or videos. You may also choose to provide additional information to us, such as when you contact us for technical support through the products and services, participate in a poll, survey, or otherwise provide feedback on the Services.

Information we collect from your use of the product and services

- Log and usage data: we collect log data and usage information relating to your use of the product and services. For example, we collect information about how you interact with the product and services, such as when you log into your Account and what functions you use in the Services.
 - Location Information: With your acceptance, we collect Personal Information concerning your location, from your IP address and other sources, for the purpose of matching our Products to areas of demand and for other business purposes.
- We take steps designed to ensure that only those of our employees who need access to your Personal Information to fulfil their employment duties will have access to it. You expressly acknowledge, agree and consent to us collecting and using your Personal Information:
 - to create and activate your Account. *Applicable legal basis under the General Data Protection Regulation ("GDPR")*: performance of a contract;
 - to respond to any request for customer service;
 - to make the Services available to you and to other users of the Services;
 - as necessary to allow us to provide you with access to and use of the added services, features and functionality of our partner organisations and third party service providers, as incorporated into and/or linked to the Services, to improve the quality of the Services, including without limitation, through polls, surveys and other similar feedback gathering activities conducted by us or any third-party;
 - to create and manage your Account, and to verify access rights to the Services;
 - to bill, or render invoices relating to, your Account, and to collect any debt owing to us, and to facilitate payments between you and other users of the Services as contemplated by the features and functionality of the Services;
 - to communicate with you, including without limitation for the purpose of providing you with notifications, content, marketing materials, commercial electronic messages, and information about your Account and/or the Services;
 - for technical support, maintenance and monitoring relating to the Services, including without limitation error reporting, monitoring and analysis;
 - for product development, researching and any market research conducted;
 - any purpose you have consented to;
 - to install software relating to the Services, on one or more of your electronic devices;
 - to protect against fraud or error, and to respond to claims of any violation of our rights or those of any third-party;
 - to protect the rights, property or personal safety of yourself, Verto Coaching, our agents, our users and the public;
 - to enforce this Privacy Policy, or any other agreement entered into between yourself and us;
 - as required to comply with any applicable laws, or as authorised by any applicable laws;
 - for any other purpose we may disclose to you from time to time applicable legal basis under the GDPR: consent.

Digital or Direct Marketing

We want to inform you that we may use or disclose your personal information for the purpose of informing you about our Products. You may at any point withdraw your consent to receive the marketing communications. We provide an “opt-out” function within all email communications of this nature, and/or will cease communications of this nature if you inform us that you would like to “opt-out”. You however expressly acknowledge and agree that you may not “opt-out” of communications related to the Services, your Account, a bill, an invoice, or where such withdrawal of consent would frustrate the performance of a legal obligation (but we will attempt to minimise the aforementioned communications). If you opt-out of receiving marketing material from us, we may still contact you for the purposes of facilitating other dealings with you (such as the order of Products).

We want to continue to provide you with a better and more personalised experience and continue to improve our Products. To do this, we may occasionally engage third party companies to provide marketing or advertising services on our behalf. Those companies will be permitted to obtain only the personal information they need to deliver the service.

Update or Correct your Personal Information

You can let us know at any time using our contact details, of any inaccurate, out-of-date, irrelevant or misleading information and simply request a correction of this information. After receiving a request from you, we will take reasonable steps to correct your information.

Log Data

We want to inform you that whenever you visit our Service, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, browser version, pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

Cookies

Cookies are files with a small amount of data that is commonly used as an anonymous unique identifier. These are sent to your browser from the

website that you visit and are stored on your computer's hard drive.

Our Website uses these "cookies" to collect information and to improve our Service. You have the option to either accept or refuse these cookies, and know when a cookie is being sent to your computer. If you choose to refuse our cookies, you may not be able to use some portions of our Service.

Service Providers

We may employ third-party companies and individuals due to the following reasons:

1. To facilitate our Service;
2. To provide the Service on our behalf;
3. To perform Service-related services; or
4. To assist us in analysing how our Service is used.

We want to inform our Service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

Security

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

Links to Other Sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

Our Services do not address anyone under the age of 18. We do not knowingly collect personal identifiable information from children under 18. In the case we discover that a child under 18 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

Retention of your Personal InformationChildren's Privacy

Your Personal Information will be retained for as long as necessary or relevant for the identified purpose of collection, or as may be required or permitted by law, after which time we will no longer retain such information in a form capable of identifying an individual, household, or legal entity.

Change of Ownership or Business Transition

You expressly acknowledge and agree that in the event of a change of ownership or other business transition, such as a merger, acquisition or sale of our assets, your Personal Information may be transferred (e.g., to a successor) in accordance with applicable privacy laws.

Complaints

You may contact us at any time if you have any questions or concerns about this Policy. We take complaints seriously and will take reasonable steps to resolve your complaint. You may make a complaint to us using our contact details.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at team@vertocoaching.com

