

THE YOGA FLOOR

PRIVACY POLICY

Effective: October 2026

The Yoga Floor respects your privacy and is committed to handling personal and health information carefully, transparently and only for legitimate business and safety purposes. This policy explains what we collect, why we collect it, how we use and protect it, and how you can access or correct your information.

This policy is designed to reflect the Health Records and Information Privacy Act 2002 (NSW) and its Health Privacy Principles, and the Privacy Act 1988 (Cth) and Australian Privacy Principles where they apply. We also aim to follow these principles as good privacy practice where a particular law does not strictly apply.

1. Who we are

The Yoga Floor is a yoga and movement studio operated in Nambucca Heads, NSW.

Contact details:

2 Ken Howard Cres, Nambucca Heads NSW 2448

Email: yogafloorstudio@gmail.com

Phone: 0437 145 970

2. What information we collect

Depending on how you interact with us, we may collect:

- identity and contact details, including your name, email address, phone number, date of birth and suburb or postcode;
- booking and attendance information, including classes booked, passes purchased, cancellations and attendance history;
- emergency contact details;
- health information you choose to provide through a waiver, intake form or directly to a teacher, including injuries, pregnancy, medical conditions, medications or other information relevant to safe participation;
- payment and transaction information. Card details are processed by our payment providers and are not intended to be stored by The Yoga Floor;
- communications you send to us, including contact-form messages and enquiries;
- website and device information, such as cookies, browser information and general site-usage data collected through our website platform and analytics tools; and
- optional marketing information, such as how you heard about us or whether you have chosen to receive updates.

3. Why we collect information

We collect only information that is reasonably necessary for operating the studio and providing services. We may use it to:

- create and manage bookings, class passes and customer accounts;
- contact you about bookings, schedule changes, cancellations, payments or service updates;
- identify information relevant to your safe participation in heated classes;
- respond appropriately if you become unwell or injured, including contacting your emergency contact or emergency services when necessary;
- administer waivers, risk acknowledgments and attendance records;
- process payments, refunds and financial records;
- answer enquiries and provide customer support;

- improve our classes, website, booking experience and business operations;
- meet legal, insurance, accounting, safety and record-keeping obligations; and
- send marketing communications only where permitted and where you have not opted out.

4. Health information

Health information is sensitive. We ask for it only where it is relevant to participant safety, risk management or the provision of our services. You are asked to provide health information directly and honestly, and only information that is relevant to your participation.

We may use health information to help a teacher understand relevant risks, make reasonable safety decisions, respond to an incident, or communicate with emergency services or medical personnel if required. We do not use health information for unrelated marketing.

If you choose not to provide information that is necessary for safety or for a required waiver or intake process, we may be unable to allow participation in a class.

5. How we collect information

We generally collect information directly from you when you:

- book or purchase through our website;
- complete a waiver, intake form or contact form;
- create an account;
- communicate with us by email, phone, website form or in person;
- make a payment; or
- attend a class or interact with studio staff.

Where reasonably necessary, information may also be generated by the systems we use to manage bookings, payments and website activity.

6. How we use and disclose information

We use personal information primarily for the purpose for which it was collected, or for a directly related purpose you would reasonably expect.

We may disclose information to service providers that help us operate the business, including Wix for website, forms and bookings; Square for payment processing and point-of-sale services; email and communications providers; and professional advisers such as accountants, insurers or legal advisers where necessary.

We may also disclose information where required or authorised by law, or where reasonably necessary to prevent or lessen a serious threat to health or safety.

We do not sell personal or health information.

7. Website services, cookies and overseas processing

Our website and booking/payment systems are provided by third-party technology providers. These services may use cookies or similar technologies and may store or process information on servers located in Australia or overseas.

Examples include Wix, Square and Google services used for website functionality, payments, maps, analytics or related features. Their handling of information is also governed by their own privacy policies and security practices.

Where applicable, we take reasonable steps to use reputable providers and to limit access to information to what is needed for the relevant service.

8. Storage and security

We take reasonable steps to protect personal and health information against loss, misuse, interference, unauthorised access, modification or disclosure.

Information may be stored electronically in Wix, Square, email systems or other business systems, and in limited cases in paper records. Access should be limited to people who need the information for studio operations, safety, administration or legal purposes.

No electronic system can be guaranteed to be completely secure. If we become aware of a data breach, we will assess and respond to it in accordance with applicable law.

9. How long we keep information

We retain information only for as long as reasonably necessary for the purpose for which it was collected, or as required by law.

Because The Yoga Floor collects health information in connection with participation in its services, NSW health-record retention requirements may apply. Where required, adult health records will generally be retained for at least 7 years from the last occasion on which a health service was provided. Records will then be securely destroyed or de-identified when no longer required, subject to any legal, insurance, accounting or dispute-related need to retain them longer.

10. Access and correction

You may ask whether we hold personal or health information about you, request access to it, or ask us to correct information that is inaccurate, incomplete, out of date or misleading.

To make a request, contact yogafloorstudio@gmail.com. We may need to verify your identity before providing access. We will respond within a reasonable time and will only refuse or limit access where permitted by law.

11. Marketing communications

If you receive promotional emails or messages from us, you can opt out at any time using the unsubscribe option provided or by contacting us. Service messages that are necessary for an active booking, payment, safety matter or account administration may still be sent.

12. Privacy enquiries and complaints

If you have a question, concern or complaint about how we handle your information, please contact:

The Yoga Floor

Email: yogafloorstudio@gmail.com

Phone: 0437 145 970

Address: 2 Ken Howard Cres, Nambucca Heads NSW 2448

We will take reasonable steps to investigate and respond. If a health-privacy concern cannot be resolved, you may also contact the Information and Privacy Commission NSW. If the Commonwealth Privacy Act applies to the matter, you may also contact the Office of the Australian Information Commissioner.

13. Changes to this policy

We may update this Privacy Policy as our services, technology or legal obligations change. The current version will be made available through The Yoga Floor website. The effective date at the top of the policy indicates when it was last updated.

Important

This document is a practical privacy policy for The Yoga Floor and is not a substitute for tailored legal advice. Privacy obligations can depend on the business structure, services offered, turnover and the way information is handled. The policy should be reviewed if the studio materially changes its services, technology providers or data-collection practices.