

# **NUBODY'S PRIVACY POLICY**

*We are committed to protecting your privacy.*

At times, Nubody's Fitness Centres collects your personal information in the general course of business to offer you the best quality products and services. Protecting your privacy and the confidentiality of your personal information is fundamental to the way we do business. We take great care to keep your personal information accurate, confidential and secure. Our practices for protecting your personal information follow high standards for collecting, using, disclosing and storing the information you share with us, in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada.

## **What is Personal Information?**

Personal information is defined as any piece of information about a person which could be used to identify the individual. It includes either factual or subjective information, such as personal telephone number, mailing address, banking information, SIN, medical history, etc. Personal information does not include your name, title, business contact information, etc. However, this policy will protect this information also.

## **Why We Collect Information**

When we collect information about you, we will clearly specify the reason for collecting it. The information we collect is used only in the normal course of business for:

- The assessment of your fitness needs;
- Payment purposes;
- Communication with you; and
- Meeting safety, security, legal and other business requirements.

Your information is kept on file and protected in both hard-copy and electronic form. Nubody's subscribes to the National Do Not Call List (DNCL). In addition, Nubody's maintains its own register for individuals who advise us they do not wish to be contacted for general marketing and promotional purposes.

## **Accountability**

Each member of our staff is responsible for the appropriate use and protection of any and all personal information to which he or she has access. Our employees are made aware of the importance of protecting your privacy. Employees are held accountable for any mishandled information or breach of confidentiality under this Privacy Policy and all applicable legislation. Information is used by our staff for legitimate Nubody's business purposes only. Other sharing or use of personal information for any purpose requires your prior consent.

## **Accuracy**

We will endeavour to keep your personal information as accurate, complete and current as possible, and as necessary for the identified purposes for which it is to be used. We rely on individuals to ensure their personal information is kept current. If, at any time, you discover your personal information requires update, please contact us. You may access and alter any of your personal information by consulting with our staff.

## **Protecting Your Information**

We safeguard your privacy by ensuring your personal information is protected from loss or theft by safeguards appropriate to the sensitivity and format of the information. The protection varies by the format in which the information is stored.

## **Individual Access**

Upon written request, you will be informed of the existence, use and disclosure of your personal information and shall be given access to it, subject to appropriate verification of identity. You are able to challenge the accuracy and completeness of the information and have it amended as necessary. There are some instances where we may not be able to provide some information or documentation. These times would include instances where the information:

- contains references to other persons which cannot be severed;
- violates the privacy of another individual;
- contains information confidential to Nubody's;
- is subject to client-solicitor privilege; and
- has been destroyed due to legal requirements or because it was no longer needed for the purpose under which it was collected.

## **Third Party Disclosure**

We will use or disclose your personal information only for the purpose for which it was collected. We do not sell or disclose member information to outside parties, except as required by law or with your prior consent. When outside organizations, contractors or parties are required to access your information in providing support services, they are required to comply with our standards of privacy. Once you become a member, we will forward you information for general mailing and renewal purposes.

# **NUBODY'S WEB AND EMAIL PRIVACY POLICY**

## **General**

Nubody's Fitness Centres Inc. respects the privacy of every individual who visits our website. This Privacy Policy outlines the information Nubody's Fitness Centres may collect and how we may use it.

## **Personal Data**

Nubody's Fitness Centres Inc. will not collect any Personal Information about you (as defined above) through our websites unless you have provided it to us voluntarily. If you do not want your personal data collected, please do not submit it to us.

When you provide us with personal information, we may use the information in the following ways, unless stated otherwise:

- Store and process the information to better understand your needs and how we can improve our products and services;
- To contact you; and
- To provide to third parties with aggregate - but not individual - information about visitors to or users of our site.

Currently, we do not, nor do we intend to, sell, rent or market personal data about you to third parties.

## **Email**

If you receive a mailing from us, your email address is either listed with us as someone who has expressly shared this address, or you may have signed up to receive one of our monthly newsletters. We respect your time and attention by controlling the frequency of our mailings.

## **Email Address Sharing and Usage**

We will not share, sell, or rent individual personal information with anyone. Information submitted to us is available only to employees managing this information for purposes of contacting you or sending you emails based on your requests for information.

## **Children**

Nubody's Fitness Centres Inc. has no intention of collecting any personal data from individuals under sixteen years of age. Parents should be aware that Nubody's Privacy Policy will govern our use of personal data. However, information voluntarily given to

us by children - or others - may be used by other parties to generate unsolicited mail. Nubody's encourages all parents to instruct their children in the safe and responsible use of their personal data while using the Internet.

### **Additional Information Collected Automatically**

In some cases, we may automatically (i.e., not via registration) collect technical information, which cannot be linked to a person, when you connect to our website. Examples of this type of information include the type of Internet Browser you are using, the type of computer operating system you are using and the domain name of the website from which you linked to our site.

### **Information Placed Automatically on Your Computer – Cookies**

When you view one of our websites, we may store some information on your computer. This information will be in the form of a "Cookie" or similar file and can help us in many ways. For example, Cookies allow us to tailor a website to better match your interests and preferences. With most Internet Browsers, you can erase Cookies from your computer hard drive, block all Cookies or receive a warning before a Cookie is stored. Please refer to your Browser instructions or help screen to learn more about these functions.

### **Customer Complaints and Suggestions**

If you have any questions, concerns, or complaints regarding compliance with the above principles or about your personal information, you may speak to our customer service staff, or to our Privacy Officer. For serious concerns or violations of your privacy, you may contact our Privacy Officer directly, who will conduct an investigation on your behalf, and respond to your concerns in writing. If you are not satisfied with the resolution, we can provide you with additional information and resources on other procedures which may be available to assist you.

#### **Privacy Officer**

Nubody's Head Office  
51 Raddall Ave, Unit #1  
Dartmouth, NS  
B3B 1T6  
902-468-8920

[privacyofficer@nubodyfitness.com](mailto:privacyofficer@nubodyfitness.com)