Ahimsa Hot Yoga Privacy Policy

Effective date: 21 October 2026

This policy explains how we collect, hold, use and disclose personal information when you enquire about our services, create an account, make a purchase or booking, attend the studio or otherwise deal with us.

Our booking app means the booking app we make available or direct you to use through our website.

Our website means Ahimsa Hot Yoga's official website at http://ahimsahotyoga.com.au

For privacy enquiries, requests or complaints, contact us using the email address listed on our website.

1. Information we collect

Depending on your dealings with us, we collect:

- your name, contact details, date of birth and referral source;
- memberships, bookings, attendance, purchases, payments and refunds;
- correspondence and communication preferences;
- injury and health disclosures you provide for safe participation, and medical information supporting a request such as an incapacity refund;
- parent or guardian details for students under 18;
- CCTV footage and permitted photos or video, as explained below.

We collect this from you directly, from a parent or guardian, and from our booking, payment and communication providers. Our booking app manages sign-in; we never see your password.

2. How we use information

We use personal information to provide classes and other services; manage accounts, memberships, bookings and payments; respond to requests; communicate service changes and notices under our terms; manage safety concerns; and meet legal obligations or deal with disputes.

3. Injury and health information

We collect health information with your consent, or where the law permits. Please share only what is relevant. Injury disclosures are visible to studio administration and the teacher of any class you book, so they can take them into account; please tell us of changes. We use health information only for the purpose it was collected, such as safe participation or an incapacity refund, or as the law permits, including sharing with emergency responders.

4. Who we share information with

We share information with the providers that run our booking app, payments (including EFTPOS and direct debit) and communications, and with professional advisers, insurers or authorities where needed and permitted by law. Booking content on our website is supplied by our booking app provider, which may collect technical and device information and use its own cookies; you can manage cookies in your browser. Each provider has its own privacy policy. Our booking app provider stores customer data in the United States of America, and other providers may handle information overseas.

5. Email, SMS and marketing

We send email and SMS about bookings, accounts and memberships, and marketing (including offers to existing members) where we have consent. You can unsubscribe from marketing; this does not stop booking, payment, safety or contractual notices.

6. CCTV

CCTV covers the studio foyer/reception area, primarily to deter theft outside staffed hours and help investigate security incidents. Signs indicate that CCTV is in use.

Video is recorded with sound. Only the studio owner can view recordings through the studio's CCTV access arrangements. Recordings are routinely overwritten.

7. Photography, video and teacher training

We take photos or video for our website, social media or teacher training only with your permission, after explaining the intended use. Permission for one use does not cover another. For children, we need parent or guardian permission. Declining does not affect your membership. Training recordings may be kept by the program's teachers and viewed by current and future trainees; there is no fixed retention period, and we cannot recall copies already shared by others. Teachers may from time to time record their classes for the purpose of professional development.

8. Security, retention and your rights

We take reasonable steps to protect personal information, including limiting staff access. We keep it only as long as reasonably necessary, including for legal obligations and claims, then securely delete or de-identify it. Ending a membership does not automatically delete records.

Contact us to access or correct your information, or to ask us to delete it. We may need to verify your identity and will explain any reason for refusing. We aim to acknowledge privacy complaints within ten business days and respond within 30 days. If unsatisfied, you can contact the Office of the Australian Information Commissioner (https://www.oaic.gov.au/privacy/privacy-complaints).

9. Changes to this policy

The current policy and its effective date will be available on our website. We will bring material changes to your attention as appropriate and obtain any further consent required by law.