

THE JUNGLE BODY

Privacy Policy

Last updated: June 2026

The Jungle Body Sydney ("The Jungle Body", "we", "us", or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and disclose your personal information when you visit our website, use our studios, book through our systems, or otherwise interact with us (collectively, the "Services").

By accessing or using our Services, you agree to the collection, use, and disclosure of your personal information as described in this Privacy Policy. If you do not agree, please do not use or access the Services.

The Jungle Body upholds your rights under the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).

1. Information We Collect

We collect personal information directly from you, automatically through our website or booking platforms, or via third parties that assist in delivering our services.

1.1 Information You Provide Directly

We may collect the following information when you create an account, book classes, purchase a membership or class pass, or communicate with us:

- Full name
- Email address
- Phone number
- Residential address
- Date of birth
- Emergency contact details
- Membership details and booking history
- Payment details (bank account, credit or debit card details)
- Class reservation and attendance history
- Customer support and correspondence details
- Consent forms, waivers, and health questionnaires
- Any communication or feedback provided to us

1.2 Sensitive Information (Health Information)

To deliver safe fitness services, we may collect health information such as:

- Injuries or medical conditions
- Pregnancy status
- Relevant physical considerations
- Medications that may affect your ability to participate

Sensitive information is collected only with your consent and used solely to provide safe, appropriate services.

1.3 Information Collected Automatically

When using our website, booking platforms, or emails, we may automatically collect:

- IP address
- Device information
- Browser type and version
- Interaction data (e.g. page views, time on site, clicks)
- Cookies and tracking data
- Interaction with emails, marketing materials, and online advertisements

Tools used may include Google Analytics, Meta Pixel (Facebook/Instagram), and tracking tools within Mومence.

1.4 Information From Third Parties

We may receive information about you from:

- Mومence, our booking and membership management platform
- Payment processors (e.g. Stripe or others used by Mومence)
- Email or SMS communication providers
- Marketing and advertising partners
- Other service providers who support our operations

We do not sell your personal information to third parties.

2. How We Use Your Information

We use personal information to provide, improve, and support all aspects of The Jungle Body's services.

2.1 Service Delivery

- Managing bookings, memberships, and payments through Mومence
- Providing access to studio services and classes
- Ensuring safe participation based on health information
- Communicating booking confirmations, reminders, and updates
- Processing membership cancellations, pauses, and other account requests

2.2 Business Operations

- Operating and maintaining our website and online services
- Improving member experience and service quality
- Responding to enquiries and providing customer support
- Processing employment or business enquiries

2.3 Marketing & Communications (With Consent)

- Sending email newsletters, updates, promotions, and offers
- Displaying personalised advertising via Meta, Google, and similar platforms
- Providing special announcements or service updates

You may opt out of marketing communications at any time. See Section 7.

3. Cookies & Tracking

We use cookies, pixels, and similar technologies to:

- Improve site performance
- Analyse user behaviour
- Customise your online experience
- Deliver retargeted advertising through Meta, Google, and similar platforms

You may adjust your browser settings to disable cookies or opt out of Google advertising via Google Ad Settings. Please note that disabling cookies may affect the functionality of certain parts of our website and booking system.

4. Disclosure of Personal Information

We may disclose your personal information to:

- Momence (for bookings, memberships, payments, communication, and account management)
- Payment processors (to securely process transactions)
- Website hosting and analytics providers
- Email and SMS marketing providers
- Advertising partners (with consent)
- Legal authorities when required by law
- Professional advisors (legal, financial, accounting)

All third-party providers are required to handle your information in accordance with the Privacy Act 1988 (Cth) and to store data securely.

5. How We Store and Protect Your Information

We take reasonable steps to protect your personal information from loss, misuse, or unauthorised access, including:

- Encryption and secure payment gateways
- Password-protected systems
- Secure data hosting
- Restricted staff access
- Compliance requirements for all third-party processors including Momence

However, no internet transmission is completely secure. We encourage you to exercise caution when sending sensitive information online.

6. Data Retention and Storage

We retain personal information only as long as necessary to fulfil the purposes outlined in this Privacy Policy, including:

- Providing the Services
- Fulfilling legal or regulatory obligations
- Resolving disputes

Information stored via Momence may be hosted in the United States or other regions. This may involve the transfer of your personal data internationally. Momence adheres to international data protection and security standards.

Personal information may typically be retained for up to 7 years after your last interaction with us, unless a longer period is required by law. Once personal information is no longer needed, we will take reasonable steps to securely destroy or de-identify it.

7. Marketing & Opt-Outs

We may contact you with updates, promotions, or marketing content where you have provided consent or where permitted under applicable law.

You may opt out at any time by:

- Clicking "unsubscribe" in any marketing email
- Adjusting your communication preferences in Momence
- Contacting us directly by emailing info@thejunglebodysydney.com

Your consent remains valid until withdrawn. Opting out of marketing will not affect transactional communications related to your bookings or membership.

8. Links to Third-Party Websites

Our website may contain links to external sites, including Momence and social media platforms. We are not responsible for the privacy practices of those sites and recommend reviewing their individual privacy policies before providing any personal information.

9. Your Rights

Under the Privacy Act 1988 (Cth) and the Australian Privacy Principles, you have the right to:

- Access the personal information we hold about you
- Request corrections to inaccurate or outdated information
- Request deletion of your information where lawful
- Withdraw consent for marketing communications
- Lodge a complaint with the Office of the Australian Information Commissioner (OAIC) if you believe your privacy rights have been breached

To exercise any of these rights, please contact us using the details in Section 12. We will respond within a reasonable timeframe.

10. Photography & Media

We may occasionally capture photos or videos in our studios for promotional and marketing purposes, including use on our website and social media channels. By attending our classes or events, you consent to your image being used in this way.

If you prefer not to be featured in any media, please notify our team in writing before your attendance. Your preference will always be respected.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically for operational, legal, or regulatory reasons. Updated versions will be published on our website with a revised "last updated" date. Continued use of the Services following any update constitutes your acceptance of the revised Policy.

12. Contact Us

If you have any questions, concerns, or privacy-related requests, please contact us:

The Jungle Body Sydney Website: thejunglebodysydney.com New South Wales, Australia

You may also contact the Office of the Australian Information Commissioner (OAIC) if you have concerns about how we have handled your personal information:

OAIC website: www.oaic.gov.au OAIC enquiries line: 1300 363 992

This Privacy Policy was last updated June 2026 and supersedes all previous versions.