



BEAST MO TRAINING

PRIVACY STATEMENT

Striking & Kickboxing · Functional Fitness · Longevity Training · Self-Defence
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Beast Mo Training (Mehrdad Osanlouy, ABN 53 712 182 017) respects your privacy. This Privacy Statement explains how we collect, hold, use, disclose and protect your personal information, and how we comply with the **Privacy Act 1988 (Cth)** ("Privacy Act") and the Australian Privacy Principles ("APPs").

Because we collect and hold health information in order to provide coaching and physical-training services, we treat ourselves as bound by the Privacy Act and the APPs and handle all personal information accordingly, regardless of our size or turnover.

1. Who is responsible for your information

Mehrdad Osanlouy trading as Beast Mo Training is responsible for the personal information described in this Statement. You can contact us at any time using the details in section 15.

2. What personal information we collect

The personal information we collect depends on how you interact with us, and may include:

- **Identity and contact details:** your name, date of birth, home address, phone number and email address.
- **For clients under 18:** the parent or guardian's name, contact details and relationship to the client.
- **Emergency contact details:** the name and phone number of your nominated emergency contact.
- **Health and sensitive information:** responses on your Health Screening Form, injuries, medical conditions, medications, pregnancy or post-partum status, mental-health information relevant to training, GP details, any Medical Clearance Form or Medical Clearance Declination, and incident reports. This is "sensitive information" and "health information" under the Privacy Act and is given a higher level of protection.
- **Payment information:** your name and payment records for bank transfers or cash receipts. We do not store full card numbers.
- **Session records:** bookings, attendance, session and progress notes, and our SMS and email communications with you.
- **Media:** photographs or video of you, only where you have given consent on a Social Media Consent & Waiver Form.
- **Website information:** if you use the contact form at beastmotraining.com.au, the name, email and message you submit, and limited technical or analytics data (such as basic usage information collected by our hosting or analytics providers).

3. How we collect your information

- Directly from you — through forms, phone calls, SMS, email, our website contact form, and in person during sessions.
- From a parent or legal guardian, where the client is a minor.
- Occasionally from third parties you authorise (for example your GP or emergency contact), with your consent or where permitted by law — for example in an emergency.

If we receive personal information about you that we did not ask for and did not need, we will destroy or de-identify it where lawful to do so.

4. Why we collect, hold, use and disclose your information

We collect and use your personal information for purposes related to providing our coaching services, including to:

- deliver coaching safely and design programs suited to your goals, age, fitness and health;
- screen your health and assess your readiness to train (our duty of care);
- manage bookings, scheduling, payments and your account;
- respond to your enquiries and communicate with you about your training;
- act in an emergency — including contacting your emergency contact and medical or emergency services;
- record and manage incidents, and deal with insurance or legal matters where a claim may arise;
- meet our legal obligations, including child-safety and record-keeping obligations; and
- with your consent, for marketing — such as sharing photos, video or testimonials of your training.

5. Consent and sensitive (health) information

We collect sensitive information, including health information, only where it is reasonably necessary for our services and with your consent (or a guardian's consent for a minor). Completing and signing our Health Screening Form indicates your consent to us collecting and using that information for the purposes in section 4. Where you give us a signed Medical Clearance Form, that also authorises us to receive and hold your doctor's assessment of your fitness to train. You can withdraw consent for future use by contacting us, though this may affect our ability to coach you safely.

6. When we disclose your information

We do not sell your personal information. We may disclose it to:

- medical or emergency-services personnel, and your emergency contact, in a medical emergency;
- our insurer (where we hold cover) and professional advisers such as legal advisers, where an incident or claim arises;
- payment and banking providers, to process and record payments;
- service providers who help us operate — for example email, website hosting and form providers (such as Netlify and VentralIP) and Google services — who are required to protect your information and use it only for the services they provide to us;
- government agencies, regulators or authorities where required or authorised by law — for example child-protection reporting to the NSW Department of Communities and Justice or NSW Police; and
- a debt-recovery service or the NSW Civil and Administrative Tribunal (NCAT) in relation to unpaid fees, where necessary.

If you train in a semi-private (two-person) session, the other participant may see limited information about you, such as your first name and the fact that you attended.

7. Overseas disclosure

Some of our service providers (for example email, cloud hosting, form and analytics providers) may store or process information on servers located outside Australia, including in the United States. Where this happens, we take reasonable steps to ensure the overseas recipient handles your information in a way consistent with the APPs.

8. How we store and protect your information

- We take reasonable steps to protect your information from misuse, interference, loss, and unauthorised access, modification or disclosure — including password protection, access controls on our devices and accounts, and keeping any physical records secure.
- We keep incident reports for at least 7 years. We retain other personal information only for as long as needed for the purposes above or as required by law, and then destroy or de-identify it.

9. Direct marketing

We only use your information for marketing (such as promotional messages or featuring your training) where you have consented. You can opt out at any time by contacting us at mosan.mma@gmail.com, and we will stop.

Where we send marketing by email or SMS, we also comply with the **Spam Act 2003 (Cth)**: we only send it with your consent, identify ourselves as the sender, and include a working way to unsubscribe.

10. Accessing and correcting your information

You may request access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date or incomplete. Contact us using the details in section 15. We may need to verify your identity first. We will respond within a reasonable time (generally 30 days). If we cannot give access or make a correction, we will explain why in writing.

11. Data breaches

We comply with the **Notifiable Data Breaches scheme** under the Privacy Act. If we suspect a data breach that is likely to result in serious harm, we will assess it and, where required, notify affected individuals and the Office of the Australian Information Commissioner (OAIC).

12. Website and cookies

Our website may use cookies or similar technologies, and our hosting and analytics providers may collect limited technical information (such as pages visited and general usage), to help the site function and to understand how it is used. You can usually disable cookies in your browser settings, though some features may not work as well.

13. Children's privacy

We take extra care with the personal information of clients under 18. We collect it with the consent of a parent or legal guardian, use it only for the purposes above, and will never publish a minor's full name or location without additional explicit consent. Mo's current NSW Working With Children Check supports our commitment to keeping young clients safe.

14. Complaints

If you have a privacy concern or complaint, please contact us first (section 15) and we will try to resolve it promptly. If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**: 1300 363 992 • enquiries@oaic.gov.au • www.oaic.gov.au.

15. Contact us and changes to this Statement

For any privacy question or request, contact: Beast Mo Training — Mehrdad Osanlouy • mosan.mma@gmail.com • 0474 131 392 • Sydney, NSW.

We may update this Privacy Statement from time to time. The current version is the one published at beastmotraining.com.au or provided to you, and takes effect when published.