

Ozone Fitness Privacy Policy

Ozone Fitness is committed to protecting the privacy of your personal information in accordance with local law. This policy sets out what personal information we collect from you and how we manage it. Please read this carefully before subscribing to any of our services. By providing us with your personal information via this website, you agree that this means you have read and consented to the use of your personal information for the purposes set out in this policy.

Collection of Information

The personal information we collect from you is the information you submit to us either via our online forms or through contacting us via our website. Your personal information includes but is not limited to your name and contact details. If you pay for services online, your credit card information will be collected via our systems, but stored in an encrypted form via a payment gateway which adheres to strict privacy and confidentiality requirements. Where we ask for your identity card number, this is for identification and debt collection purposes.

If you submit an enquiry to us via our website to our email address, we will collect any personal information you provide in that enquiry. We may retain that correspondence for record purposes.

We may also collect analytical data by recording information regarding your visits to our website.

We will retain your personal data for as long as is necessary to fulfil the purpose(s) for its provision and to comply with our document retention requirements in accordance with local laws.

Purposes of Collection

The purposes for which we collect personal information may include the following:

- (a) To enable us to process your requests for information.

- (b) To enable us to provide the services you have requested.
- (c) To enable to us to provide products you wish to purchase from us.
- (d) To process your payments.
- (e) To obtain your opinions and feedback (e.g. via online surveys or questionnaires).
- (f) To enable us to provide a better service to you (e.g. by understanding your needs, goals and requirements).
- (g) To provide you with alerts, news, educational information, class schedules, etc.
- (h) To enable us to contact you.
- (i) To fulfil our obligations to you.
- (j) To promote and market our services and products to you, subject to your right to opt out of such communications.
- (k) For debt collection purposes.
- (l) For the purposes of taking legal advice and pursuing legal action in the event of any breach of your obligations.
- (m) To comply with laws and regulations applicable to us or any of our employees, agents, representative, service providers or vendors in or outside the Hong Kong Special Administrative Region.
- (j) Other purposes directly related or incidental to the above.

Disclosure of Information

We handle personal information confidentially. However, in order to fulfil the above purposes, we may need to disclose your personal information to our employees, contractors, agents, representatives, service providers, business partners, affiliates, advisors, other persons under a duty of confidentiality to us, and persons to whom we are required to make disclosure under applicable laws and regulations, in or outside the Hong Kong Special Administrative Region.

Security

Information provided to us via our website is stored on either our servers which we take appropriate measures to secure or on third party servers. However, the transmission of information via the internet is not completely secure. Therefore, while we take all reasonable measures to protect your personal data, we cannot guarantee the security of your data transmitted via our website. Once we have received your information, we use strict procedures to try to prevent unauthorised access to your personal data.

Any payment transactions are securely encrypted and your credit card details are stored on secure third party servers. You are responsible for securely maintaining any password selected by you in order to enable you to access parts of our website and our members' portal. You must not share your password with anyone else. If you think your password may have been compromised, we ask that you change it immediately.

Your Rights and Obligations

You have the right to request the personal data that we hold in relation to you, and to correct any personal data that is inaccurate. It is your obligation to ensure that the personal data that you provide to us is accurate and up-to-date.

If you wish to opt out of the use of your personal data for marketing purposes, you have the right to let us know by contacting us at info@ozone.fitness.

Please send any requests for access to your personal data, to update your data, or to lodge any complaints or other requests in relation to your personal data by emailing us at info@ozone.fitness, providing to us the details required under the Hong Kong Personal Data Privacy Ordinance. Please note that we have the right to charge a reasonable fee for processing any data access request.

Governing Law

This Privacy Policy is governed by the laws of the Hong Kong Special Administrative Region and specifically by the Personal Data (Privacy) Ordinance.