
PRIVACY POLICY

Last updated September 18, 2025

This Privacy Notice for Brandon Morgan, referred to as “we”, “us”, or “our”, describes how and why we may access, collect, store, use, and share your personal information when you use our services.

This includes when you:

- Visit our website at coachbrandon.com.au or any website of ours that links to this Privacy Notice
- Download and use our mobile application, Trainerize, or any other application of ours that links to this Privacy Notice
- Use our online coaching services, which provide personalised training and nutrition guidance delivered fully online
- Engage with us in other related ways, including marketing or events

Questions or concerns?

Reading this Privacy Notice will help you understand your privacy rights and choices. We are responsible for decisions about how your personal information is processed. If you do not agree with our policies and practices, please do not use our services. If you have questions, contact support@coachbrandon.com.au.

SUMMARY OF KEY POINTS

This summary highlights key points from this Privacy Notice. You can read the full notice below for complete details.

What personal information do we process?

We may process personal information depending on how you interact with us, the choices you make, and the features you use.

Do we process sensitive personal information?

Yes, when necessary and with your consent, such as health or medical information.

Do we collect information from third parties?

No, we do not collect personal information from third parties.

How do we process your information?

We process information to provide and improve our services, communicate with you, prevent fraud, and comply with legal obligations.

When and with whom do we share personal information?

We may share information with specific service providers and partners in limited situations.

How do we keep your information safe?

We use organisational and technical safeguards, but no system can be guaranteed 100% secure.

What are your rights?

Depending on your location, you may have rights to access, correct, or delete your personal information.

How do you exercise your rights?

You can submit a data subject access request or contact us directly.

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1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us

In short, we collect personal information that you voluntarily provide to us.

This includes information provided when you register, express interest in our services, participate in activities, or contact us.

Personal information may include:

- Names
- Phone numbers
- Email addresses
- Mailing addresses
- Job titles
- Usernames
- Passwords

- Contact preferences
- Billing addresses
- Debit or credit card details
- Health information
- Medical information

Sensitive information

With your consent or where permitted by law, we may process sensitive information such as health and medical data.

Payment data

Payments are processed by Stripe Inc and Trainerize. We do not store payment card details.

Stripe privacy policy: <https://stripe.com/au/privacy>

Trainerize privacy policy: <https://www.trainerize.com/privacy/>

Application data

If you use our applications, we may collect:

- Mobile device data such as device ID, operating system, and IP address
- Usage data for analytics and troubleshooting
- Push notification preferences

Information automatically collected

In short, some information such as IP address and device characteristics is collected automatically.

This includes:

- Log and usage data
- Device data
- Location data
- Cookie and tracking data

This information supports security, analytics, and service improvement.

2. HOW DO WE PROCESS YOUR INFORMATION?

In short, we process information to provide and improve services, communicate with you, prevent fraud, and comply with legal obligations.

This includes processing for:

- Account creation and management
- Service delivery
- Customer support
- Administrative communications
- Marketing communications
- Service improvement and analytics
- Legal compliance

3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

In short, we may share information in specific situations with trusted third parties.

These include:

- Advertising networks
- Analytics providers
- Data storage providers
- Payment processors
- Sales and marketing tools

We may also share information during business transfers or with business partners.

4. DO WE USE COOKIES AND TRACKING TECHNOLOGIES?

In short, yes.

We use cookies, pixels, and similar technologies for security, analytics, and advertising.

Google Analytics may be used, including remarketing and demographics reporting.
You can opt out via <https://tools.google.com/dlpage/gaoptout>.

5. HOW LONG DO WE KEEP YOUR INFORMATION?

In short, we keep information only as long as necessary.

Personal information is retained for no longer than 12 months after an account becomes inactive, unless required by law.

6. HOW DO WE KEEP YOUR INFORMATION SAFE?

We use reasonable technical and organisational safeguards. However, no system can be guaranteed fully secure.

7. DO WE COLLECT INFORMATION FROM MINORS?

We do not knowingly collect information from individuals under 18 years of age.

8. WHAT ARE YOUR PRIVACY RIGHTS?

Depending on your location, you may have the right to:

- Access your personal information
- Correct inaccurate data
- Delete your data
- Withdraw consent
- Opt out of marketing communications

9. DO-NOT-TRACK CONTROLS

We currently do not respond to Do-Not-Track signals due to lack of an industry standard.

10. AUSTRALIA SPECIFIC RIGHTS

We comply with the Privacy Act 1988 and Australian Privacy Principles.

You may lodge a complaint with the Office of the Australian Information Commissioner if required.

11. UPDATES TO THIS NOTICE

We may update this notice from time to time. Changes will be reflected by the updated date at the top.

12. CONTACT DETAILS

Email: support@coachbrandon.com.au

Postal address:
Brandon Morgan
3/15 Avondale Dr

Banora Point
New South Wales 2486
