

COLLECTION NOTICE

In this notice, “Viva”, “our”, “we” or “us” means VIVA Leisure Limited (ABN 76 607 079 792), VIVA Leisure Operations Pty Ltd (ABN 20 609 536 665), VIVA Leisure Property Pty Ltd (ABN 22 609 536 674), VIVA Leisure People Pty Ltd (ABN 12 609 536 629), and Viva Leisure Memberships Pty Ltd (ABN 13 618 752 819):

CURRENT AND PROSPECTIVE MEMBERS AND CLIENTS

Viva collects personal information from current and prospective members, clients, and users of our health and fitness clubs, day spa, aquatic facilities, swim school, indoor sports facilities, and digital platforms (including mobile applications such as Club Lime Coach, Fling and connected devices/wearables). This may occur when you communicate with us, meet with us, apply for membership, enrol in programs, purchase or pay for our products or services, register an online account, use our apps, or visit our premises. Where we collect information from minors (e.g. swim school, junior memberships), the consent of a parent or guardian is required.

Information we collect with your consent may include:

- Identity and contact details such as your name, address, email address, phone number, and membership or account information.
- Account and profile information including membership details, preferences, goals, and settings.
- Health, fitness, and biometric data (sensitive information) including workout history, activity data, physiological metrics, sleep data, and other measurements from connected devices or wearables. We collect sensitive information with your explicit consent, or where required or permitted by law.
- AI-powered insights and recommendations including personalised workout plans, health scores, recovery and performance metrics, and recommendations.
- Device and app usage information such as device model, operating system, network type, time zone, language settings, app usage patterns, notifications received, and general location.

We use this information to provide products, services, and app features, personalise and enhance your experience, generate and deliver AI-powered health and fitness insights and summaries, manage your membership or account, improve our offerings, and meet legal and regulatory obligations. Without your personal information, we may not be able to provide the requested products, services, or features.

We generally do not disclose personal information to third parties outside Australia, unless required or permitted by law. However, some of our services require the transfer and storage of your personal and sensitive information to overseas service providers.

Your data may be processed and stored by:

- Sahha Pty Ltd – P Data may be stored in Australia and via international cloud infrastructure with servers located in the United States, Asia-Pacific, and Europe.
- Apple Inc. (Apple iCloud) –Data may be stored in the United States, Asia-Pacific, and Europe.
- Google LLC (Google Cloud Platform and Vertex AI) –Data may be processed on servers located globally, including the United States, Asia-Pacific, and Europe.
- Google LLC (Firebase Analytics) –Data may be stored in the United States, Asia-Pacific, and Europe.

By using our products, services, or apps, you consent to the disclosure of your personal and sensitive information to these overseas providers. We take reasonable steps to ensure that overseas providers comply with the Australian Privacy Principles (APPs), but we cannot guarantee their adherence. By continuing to use our services, you acknowledge and consent to this overseas disclosure.

We may use your personal information to inform you about products, services, news, and events (including affiliated Viva brands such as Supp Society). You can opt out at any time. Our Privacy Policy contains more information on accessing and correcting your personal information, making a complaint, and how we handle your information. You may decline to share certain information or disconnect third-party integrations (e.g. Sahha, Google, Apple). However, this may limit app functionality.

ONLINE QUERIES VIA WEB OR APP

In submitting your online query to us, you agree that we may use your personal information to respond to your query at the contact details you provide. Depending on your query, we may be unable to respond to your query without some personal information. We won't use or disclose that personal information for any other purpose, including overseas, unless required or permitted by law.

We may use your personal information to inform you about products and services which we offer from time to time, and to keep you informed of news and events. You can 'opt out' of receiving such communications at any time by following the procedure detailed in those communications and in our privacy policy. You may decline to share certain information or disconnect third-party integrations (e.g. Sahha, Google, Apple). However, this may limit app functionality.

Our privacy policy contains further information about how you can access and correct your personal information, how you can complain about a breach of your privacy, as well as further information about how we will manage your personal information.

WEBSITE OR APP PURCHASES

In purchasing products or services via this website, you agree that Viva may use the personal information that you provide so that we can provide the products or services to you, manage our relationship with you, manage our corporate functions relevant to the products you order, and meet our legal and regulatory obligations. Without your personal information, we may not be able to provide the products or services you require.

We may share your personal information with our related bodies corporate, and we may disclose it to our advisers, contractors, suppliers and other people and organisations who help us to manage our activities and functions.

By purchasing our products or services online, you acknowledge that your personal information may be collected, stored, and processed by third-party service providers, some of whom are located overseas. These providers may store your information on servers outside Australia, including in the United States, Asia-Pacific, and Europe. You consent to this overseas disclosure and acknowledge that, in some cases, overseas recipients may not be subject to the Australian Privacy Principles (APPs). We take reasonable steps to ensure compliance but cannot guarantee overseas providers' adherence to the APP's.

We may use your personal information to inform you about products and services which we offer from time to time, and to keep you informed of news and events. You can 'opt out' of receiving such communications at any time by following the procedure detailed in those communications and in our privacy policy. You may decline to share certain information or disconnect third-party integrations (e.g. Sahha, Google, Apple). However, this may limit app functionality.

Our privacy policy contains further information about how you can access and correct your personal information, how you can complain about a breach of your privacy, as well as further information about how we will manage your personal information.

MARKETING EVENTS

In providing your name and contact details for marketing events, you agree that we may use your personal information to inform you about products and services which we offer from time to time, including products and services from affiliated Viva brands (e.g., Supp Society), and to keep you informed of news and events. You can 'opt out' of receiving such communications at any time by following the procedure detailed in those communications and in our privacy policy.

We will not usually disclose your personal information to others, either in Australia or overseas. Our privacy policy contains further information about how you can access and correct your personal information, how you can complain about a breach of your privacy, as well as further information about how we will manage your personal information.

We retain personal information only as long as reasonably necessary. For concerns, you can contact our Privacy Officer, as set out in our Privacy Policy.

Effective date: 09 September 2025