

Kinetic Sanctuary Privacy Policy Summary

At Kinetic Sanctuary, your trust is important to us. We are committed to protecting your personal information and handling it responsibly, securely, and respectfully.

This summary provides an overview of how we collect, use, and protect your information.

Information We Collect

To provide our services safely and effectively, we may collect information including:

- Name and contact information
- Date of birth
- Emergency contact information
- Membership details
- Payment information
- Appointment history
- Health history and medical screening information
- Performance testing results
- Recovery service history
- Communication preferences

Only information necessary to provide our services and manage your membership will be collected.

How We Use Your Information

Information may be used to:

- Manage your membership.
- Schedule appointments.
- Process payments.
- Communicate important facility updates.
- Recommend appropriate services.
- Monitor performance progress.
- Improve member experience.
- Maintain a safe training and recovery environment.
- Meet legal and regulatory obligations.

We do not sell your personal information to third parties.

Protecting Your Information

Kinetic Sanctuary uses reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or misuse.

Access to sensitive information is limited to authorized personnel who require it to perform their job responsibilities.

Communication Preferences

Members may receive communications regarding:

- Appointment confirmations
- Appointment reminders
- Membership billing
- Schedule changes
- Facility announcements
- Educational content
- Promotions and special events (where permitted)

Members may opt out of promotional communications at any time. Certain service-related communications, such as billing notices or appointment reminders, may still be sent because they are necessary to manage your membership.

Health Information

Health information shared with Kinetic Sanctuary is used to help provide safe and appropriate recovery and performance services.

While Kinetic Sanctuary is not a healthcare provider, we are committed to treating your health information with care and limiting access to staff members who need it to provide services or ensure your safety.

Third-Party Service Providers

We may use trusted third-party providers to assist with services such as:

- Payment processing
- Membership management
- Appointment scheduling
- Email and text communications
- Performance tracking
- Website hosting

These providers are expected to protect your information in accordance with applicable laws and their contractual obligations.

Your Privacy Choices

Members may request to:

- Review certain personal information we maintain.
- Update inaccurate information.
- Modify communication preferences.
- Withdraw marketing or photo consent.
- Ask questions about our privacy practices.

Certain information may be retained when required by law or for legitimate business purposes.

Our Commitment

Privacy is built on trust. We are committed to protecting your personal information, respecting your preferences, and using your information only to provide exceptional service and support your journey toward performing better, recovering faster, and living stronger.