

Privacy policy

Cutout privacy policy

Last updated: 12 February 2026

Cutout Pty Ltd (“Cutout”, “we”, “us”, or “our”) respects your privacy and is committed to protecting personal data. This privacy policy explains how we collect, use, store, and protect information when our mobile application, web dashboard, and related services (together, the “services”) are used.

Cutout may be used by:

- Individual consumers
- Coaches and professionals
- Schools, universities, academies, clubs, and sporting organisations
- Other institutions deploying Cutout for teams, classes, or groups

This policy applies to all users of the services

1. Roles and responsibilities

1.1 Individual users

When you create and manage your own Cutout account, Cutout Pty Ltd acts as the **data controller** of your personal data. This means we determine how and why your data is processed in order to provide the services.

1.2 Institutional customers

Where Cutout is provided by a school, university, sporting organisation, or other institution (“institution”), that institution may create or manage user accounts, sessions, or devices.

In these cases:

- The **institution acts as the data controller** for data it inputs or manages about its students, athletes, or staff.
- Cutout acts as a **data processor** on behalf of the institution for the purpose of providing the services.

This means:

- The institution determines how Cutout is deployed within its environment.
- Cutout processes data only as necessary to deliver the platform functionality.

Institutions are responsible for:

- Obtaining required permissions or parental consent where applicable
- Ensuring lawful use of the services
- Managing roster or group data they upload

Cutout will process institutional data only in accordance with:

- This privacy policy
- Applicable data protection laws
- Any institutional agreement with Cutout

1.3 Shared control scenarios

In some cases, both Cutout and an institution may independently determine purposes of processing (for example, service analytics or platform improvements). In these limited cases, Cutout and the institution may act as **independent controllers** for their respective processing activities.

2. Information we collect

We may collect the following types of information.

2.1 Personal information

- Name
- Email address
- Password or authentication credentials
- Gender (optional)
- Height (optional)

2.2 Institutional information (where applicable)

If you use Cutout through an institution, we may process:

- Institution name
- Team, class, or group
- Role (student, athlete, coach, staff)
- Roster or ID information created by the institution
- Session participation records

2.3 Fitness and performance data

- Workout statistics (velocity, reps, tempo, etc.)
- Performance metrics captured through the app
- Workout videos (front-on clips used for analysis and feedback)

2.4 Automatically collected data

- Device type
- Operating system
- App usage and diagnostic data
- Performance and error logs

We do not collect contact lists.

We do not use user data for advertising.

We do not collect precise location data as part of normal app operation.

3. How we collect information

We collect information when:

- You create an account
- An institution creates an account for you
- You participate in a session
- You upload or record a workout video
- You interact with the services

Where institutions use shared devices, roster-based sessions, or coach-run workflows, authorised staff may input or manage data within the platform.

We do not obtain user data from social networks or external data brokers.

4. How we use information

We use data to:

- Provide performance tracking and analysis
- Deliver feedback and insights
- Enable coach/institution workflows
- Maintain authentication and account security
- Improve service reliability and functionality
- Prevent misuse or security issues

We do not sell or rent personal data.

We do not use user data for advertising or external marketing.

5. Data storage and security

Data is stored on secure infrastructure hosted by Amazon Web Services (AWS), including:

- AWS Cognito (authentication and identity management)
- AWS S3 (encrypted storage for videos and performance data)

We implement appropriate technical and organisational safeguards to protect data against unauthorised access, loss, or misuse.

Access is limited to authorised personnel only.

6. Data sharing

We only share data with providers necessary to operate the services:

- AWS (hosting, storage, authentication)
- RevenueCat (billing and subscription management, where applicable)

We do not share user data for advertising or third-party marketing.

Institutional access

Where an institution uses Cutout, authorised staff (e.g., coaches or teachers) may access session data, performance metrics, and videos for coaching, safety, or educational purposes.

7. Data retention and deletion

We retain data:

- While an account is active
- As required by law
- As necessary to provide the services

Users may request deletion by:

- Using in-app deletion tools, or
- Emailing info@cutout.fit

Data will be deleted within 30 days unless required by law.

For institution-managed accounts, deletion requests may need to be processed through the institution administrator.

8. Consent and permissions

By using the services, users consent to:

- Data collection described in this policy
- Processing required to operate the platform

Permissions (e.g., camera access) can be revoked via device settings.

Institutions are responsible for obtaining appropriate parental/guardian consent where required.

9. Children and student users

Cutout is intended for users aged 9+.

We do not knowingly collect data from children under 9.

Where used in schools or youth programs:

- Institutions are responsible for parental consent
- Data is used solely for training and performance tracking

10. International data transfers

Data may be stored or processed outside your country.

Transfers are conducted in compliance with applicable laws including:

- GDPR
- Australian Privacy Principles

Safeguards such as Standard Contractual Clauses may be used where required.

11. User rights

Depending on jurisdiction, users may have rights to:

- Access data
- Correct data
- Delete data
- Withdraw consent
- Request portability
- Lodge complaints

Requests can be made to info@cutout.fit.

Where data is controlled by an institution, requests may also be directed to that institution.

12. Changes to this policy

We may update this policy periodically.
Material changes will be communicated via app or email.

Continued use constitutes acceptance of updates.

13. Contact

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