

# One2one Fitness

## Privacy Policy

### **Our legal bases for processing personal data**

Under the General Data Protection Regulations we rely on the following legal bases for processing your data:

Consent – we will ask your consent for marketing to you via email or on completion of our compulsory Par-Q forms. If you consent we can collect and process your data for this purpose.

Contract – we sometimes need to collect and process your personal data in order to fulfil a contract with you, for example our contracted memberships.

Legal – we are obliged to process some personal data to comply with the law. On first attendance to the gym you must fill out a physical activity readiness questionnaire.

### **The kinds of personal data we collect**

- Name
- Address details
- Phone number
- Email address
- Age/DOB
- Gender
- Marketing preferences
- Health History

### **With whom we share personal data**

Sometimes we need to share your personal data with trusted third parties and other individuals. In these instances, your data will only be used for the exact purpose we specify, will be transferred and stored securely, and will be deleted or rendered anonymous if we stop working with that third party or individual.

Examples of the third parties/individuals with whom we share data are:

- Payment-processing services
- Direct debit collection companies
- Delivery couriers and postal services
- Email marketing service providers
- Gym instructors
- Freelance studio instructors
- Paramedics

This list is not exhaustive and may change from time-to-time in line with our business processes. Please be assured that we will only ever share your information with trusted parties who adhere to GDPR and the correct standards of security.

## **How long we keep your data**

We will only keep your data for as long as it's needed. After that, we'll either delete it completely or render it anonymous (removing personal data but keeping information such as amount of gym use, class use, sessions per week etc . . for business analysis).

If you contact us or use our facility on a short term basis and you don't consent to marketing, we'll keep your data for a year before renewal or deletion.

If you use our facility long term or as a member, we'll keep your data for six years in order to comply with legal obligations. You can request that some of this is removed sooner – see below.

After six years we will remove your data unless you have consented to our marketing.

During this six years, health history will be regularly updated.

## **Your rights over personal data**

You have the right to:

- Access your personal data, free of charge
- Have your personal data rectified if out of date or incorrect
- Have personal data erased, unless that would conflict with our legal obligations
- Withdraw consent for us to use personal data, if you have previously given consent
- Object to us processing your personal data and/or stop us using data for direct marketing

If you would like to exercise any of these rights, you should contact us.

## **How to stop us using your data for direct marketing**

You can stop us marketing to you via post or email in the following ways:

- By clicking the 'unsubscribe' link at the bottom of any marketing email we send
- By contacting us and asking to opt out

Please note, you may continue to receive marketing from us for a short period after opting out. We will provide you with more detailed processing times should you make such a request.

## **How to lodge a complaint with a supervisory authority**

If you are unhappy with our use of personal data, you have the right to lodge a complaint with One2one Fitness. If this is the case, please contact us with the details provided on our website.