



FIT STUDIO

Privacy Notice (members)

We are committed to protecting your privacy and complying with data protection legislation. This notice sets out how we collect, use and disclose the personal data that you provide to us in order for us to administer the performance of our contract with you, as well as your rights in respect of such data. We may update this Privacy Notice from time to time and will publish an up to date copy on our website: <http://www.ufitstudio.co.uk>

Data Controller

U Fit Studio (Leicester) Ltd has control over the processing of the data we hold about you and carries the data protection responsibility for it. In legal terms this is referred to as being the 'data controller'.

Data Protection Manager

Sam Hanney is in overall charge of our data protection activities and may be contacted as follows:

- Email: privacy@ufitstudio.co.uk
- Phone: 0116 276 3411
- Mail address: U Fit Studio (Leicester) Ltd, 99 Barkby Road, Leicester LE4 9LG

What type of personal data do we collect?

We may collect the following information:

- full name and contact information including email address, phone number, best time to call you
- health questionnaire and subscription contract
- your bank and credit card details (in order to pay us), copies of invoices, statements, standing order forms, direct debits etc and details of the services and goods that you have purchased from us
- relevant details concerning your age, height, weight, BMI, any medical conditions that may affect your training programme including blood pressure, previous fractures or sprains etc, dietary information including any allergies or intolerances, family medical history (where relevant)
- any other data that you supply to us such as your fitness goals and aims and your motivation to achieve these, and details of your personal likes/dislikes, family members, preferred social activities, nature of your work etc
- records of attendance at training sessions and to our premises (processed electronically via the iPad sign in process)
- other information relevant to member surveys and/or offers.

All of the above data is processed in order to deliver the contract to you.

In addition, we collect, store and process CCTV footage of our premises and car park for a legitimate interest (to deter theft and vandalism) and we collect, process and store photographs and videos and any testimonials or marketing stories you supply to us, together with any other information you choose to share with us via your posts on Facebook, Instagram, Messenger, LinkedIn or other social media which you have actively opted in to. The latter is collected, stored and processed with your prior consent.

Full details of the types of personal data that we collect and store are set out in our data retention policy, a copy of which can be obtained by emailing us.

How and why your information will be used

The above information is used to service the agreed contract with you, for a legitimate interest (to best market our services and to deter theft and vandalism) or by consent (to provide you with additional information about our services, promotions and events). Where data is processed with consent, you have the right to withdraw that consent at any time.

How we collect your personal data

Most of the information we hold will have been provided by you, but some may come from other sources, such as other members, data collected by our coaches whilst monitoring and developing your training programme or diet programme, or social media posts in which you are tagged. These are all listed in our data retention policy.

We may collect this data from you when you:

- phone us, email us or send a message using Messenger or Instagram
- visit our studio and use any of our services.

We collect anonymous information (including IP addresses) from visitors to our website using analytics tools, cookies and web logs. This is collected on the basis of legitimate interest (to best market our products and monitor traffic to our website).

Sharing of data

We will not sell, distribute or disclose your personal data to third parties unless we have your permission to do so. We may share your personal data:

- with our employees and agents
- with any other companies within the U Fit Group for purposes connected with the management of our business
- with other third party contractors who provide services to us, for example we use Constant Contact as our e-mail marketing tool, you can find out more about their privacy statement at <https://community.constantcontact.com/t5/Community-News/Your-Privacy-with-Constant-Contact/ba-p/192442>

Other than as mentioned above, we will only disclose information about you to third parties if we are legally obliged to do so; or at your request and with your prior consent.

Transferring personal data outside the EEA

All of the personal data we process is processed within the UK, however for the purposes of IT hosting and maintenance this information is located on servers within the European Union. No 3rd parties have access to your personal data unless the law allows them to do so.

Automated decision making

We do not use automated decision making (including profiling) relating to you.

Data retention

Your information will be kept whilst you are a member and for six months after your membership subscription expires. You may however, notify us at any time that you no longer wish to receive any marketing information or newsletters and blogs from us. You may do this by writing to The Data Protection Manager at 99 Barkby Road, Leicester, LE4 9LG or emailing us at privacy@ufitstudio.co.uk or unsubscribing via the link on the latest email you have received from us.

More information on our retention schedule can be found in our data retention policy, a copy of which can be obtained by emailing us.

Your rights

You can request a copy of the information that we hold about you at any time by contacting us at the address above. We will not charge for this and will aim to provide this within one month.

Please let us know if the personal data that we hold about you needs to be updated or amended. We will promptly correct any information found to be incorrect.

You may also request that we erase your personal data. To do so you should contact Sam Hanney at the address above. Data subjects who request that their personal data is corrected or erased or who are contesting the lawfulness of our processing, can apply to Sam Hanney for its use to be restricted while the application is made.

You may object to data processing where we are relying on a legitimate interest to do so and you think that your rights and interests outweigh our own and you wish us to stop.

Security

The security of your personal data is very important to us. We will ensure that we have in place appropriate technical and organisational measures to prevent unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to personal data.

We will notify you if a data security breach occurs which may affect you if the breach could result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage.

Queries or concerns

If you have any concerns or queries as to how your data is processed you can contact: Sam Hanney at privacy@ufitstudio.co.uk or you can write to us at 99 Barkby Road, Leicester, LE4 9LG.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO). Full contact details including a helpline number can be found on the Information Commissioner's Office website (www.ico.org.uk).