



# FITNESS QUARTER - PRIVACY POLICY

## 1. INTRODUCTION

Welcome to Fitness Quarter. We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and share your personal data when you use our services, website, and facilities.

## 2. WHO WE ARE

Fitness Quarter LLP

**ICO registration number:** ZB763484

**Website:** [www.fitnessquarter.co.uk]

**Email:** reception@fitnessquarter.co.uk

**Address:** 5 The Avenue, Llandaff, Cardiff, CF5 2LP

## 3. INFORMATION WE COLLECT

We may collect and process the following types of personal data:

- **Personal Identification Information** (Name, email address, phone number, date of birth, etc.)
- **Membership Information** (Membership type, payment details, attendance records)
- **Health Information** (Where applicable, such as health declarations for gym usage)
- **Technical Data** (IP address, browser type, device information, usage data on our website and app)
- **Marketing and Communication Preferences**

## 4. JOINING

We use your information for the following purposes:

- **To manage** and administer your

membership

- **To process payments** and prevent fraudulent transactions
- **To communicate with you** regarding membership updates, promotions, and gym-related news
- **To ensure health and safety** compliance
- **To improve our services** and enhance user experience
- **To comply** with legal and regulatory obligations
- **If you request a password reset**, your IP address will be included in the reset email.

## 5. WHO WE SHARE YOUR DATA WITH

We do not sell or rent your personal data. However, we may share your data with:

- **Payment processors** (e.g., Stripe) to facilitate membership payments
- **Personal Trainers** based at the gym to manage your bookings and provide appropriate advice
- **Third-party service providers** that assist with IT, marketing, and customer service
- **Legal and regulatory authorities** if required by law

## 6. DATA RETENTION POLICY

We retain your data only as long as necessary for its intended purpose, in accordance with legal obligations and business requirements.

### Website Data

- **If you leave a comment**, the comment and its metadata are retained indefinitely to facilitate follow-up responses.
- **For users that register on our website**, we store the personal information they provide in their profile.

Users can see, edit, or delete their personal data (except their username). Website administrators can also manage this information.

### Membership Data

- **Membership details** and related records are kept for **six years after membership termination** for legal, accounting, and operational reasons.
- **Payment details** are retained for **six years** in compliance with financial regulations.
- **Health declarations and medical information** are retained for **three years** after last use unless required for legal purposes.

### Accidents and Incidents

- **If an accident or incident occurs** on our premises, relevant records will be retained for **three years** from the date of the incident. In the case of a minor, records will be kept until they reach **21 years of age**, in line with legal requirements.

## 7. YOUR RIGHTS OVER YOUR DATA

Individuals have several rights in relation to their personal data. These include the right to:

- **Request access to personal data** we hold about you
- **Request correction or deletion** of your data
- **Object to certain types** of data processing
- **Withdraw consent** where applicable

For further information, visit the **Information Commissioner's Office (ICO)** at (<https://ico.org.uk>).

## 8. COOKIES AND TRACKING TECHNOLOGIES

- **If you leave a comment**, you may opt-in to saving your name, email address, and website in cookies for convenience. These cookies last one year.
- **If you visit our login page**, we set a temporary cookie to check if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.
- **When you log in**, several cookies are set up to save your login information and screen display choices. Login cookies last two days; screen options cookies last one year. Selecting "Remember Me" extends login persistence to two weeks. Logging out removes login cookies.
- **If you edit or publish an article**, an additional cookie is saved. It contains no personal data and expires after one day.

## 9. EMBEDDED CONTENT FROM OTHER WEBSITE

Articles on this site may include embedded content (e.g., videos, images, articles, etc.). Embedded content behaves as if the visitor accessed the other website directly. These websites may collect data, use cookies, embed third-party tracking, and monitor interactions.

## 10. POLICY UPDATES

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and where appropriate, we will notify you via email.

This Privacy Policy is effective as of **02/09/2024**.