

Data Protection Statement

Introduction

Your personal data is data, which by itself or with other data available to HD3 Fitness Centre can be used to identify you.

This data protection statement sets out how HD3 Fitness Centre will use your personal data. You can contact our Data Protection Officer (DPO) here at HD3 Fitness Centre, New Hey Road, Salendine Nook, Huddersfield HD3 3XF, if you have any questions.

The types of data HD3 Fitness Centre will collect and use

Whether or not you are a full member, HD3 Fitness Centre will use your personal data for the reasons set out below and if you do become a member we will use it to manage your membership and service you have agreed to. The personal data HD3 Fitness Centre may use is:

- Name and personal contact details (home address, e-mail address, home and mobile telephone numbers);
- Date of Birth and/or age (e.g. to make sure you are eligible for a particular type of membership);
- Bank details (account number and sort code only) when signing up to a Direct Debit payment. These details are never kept in writing and are only used once to sign up on-line to our Direct Debit collections agency DFC;
- Records of products and services (membership types, classes booked, attendance, messages/e-mails sent and received);
- Log of attendance by membership card and its barcode data.
- Joint and family membership links.

Providing you personal data

HD3 Fitness Centre will tell you if providing personal data is optional, including if they ask for consent in the process. This is done on the medical questionnaire form (PARQ) when signing up to membership or pay-as-you-go options. In all other cases you must provide HD3 Fitness Centre with your personal data so that your membership can be processed (unless you are already a member and HD3 Fitness Centre already hold your details – this will be checked on signing up to a new membership).

Monitoring of communication

There is no monitoring of phone calls at HD3 Fitness Centre. However if you are unhappy with any of the communication you can contact the Directors via e-mail info@hd3fitnesscentre.co.uk, e-mails and text messages are monitored via our Front of House system.

Using your personal data: the legal basis and purposes

HD3 Fitness Centre will process your personal data:

1. As necessary to perform their contract with you for the relevant membership or service;

- a. Make sure that you are fully aware of the data you are sharing with HD3 Fitness Centre so that you can decide whether to go ahead or not.
 - b. To manage the membership and payments that form that contract;
 - c. To update HD3 Fitness Centre records
 - d. To trace your whereabouts to contact you about your membership and recovering debt.
2. As necessary for HD3 Fitness Centre's own legitimate interests e.g.:
- a. For good management of the business, accounting and managing & auditing business operations;
 - b. To monitor emails, texts and other communications and activities under your membership;
 - c. For market research, analysis and developing statistics; and
 - d. To send you marketing communications.
3. As necessary to comply with a legal obligation e.g.:
- a. When you exercise your rights under data protection law;
 - b. For compliance with legal requirement disclosures;
 - c. For activities relating to the prevention, detection and investigation of crime;
 - d. To verify your identity and to prevent fraud;
 - e. To monitor emails and text activities on your membership.
4. Based on your consent e.g.
- a. When you request that HD3 Fitness disclose your personal data to other people such as the Direct Debit collection agency in order to collect your membership fee.
 - b. When HD3 Fitness Centre processes any special categories of personal data such as gender or health; and
 - c. To send me marketing communications where HD3 Fitness Centre asked for my consent to do so.

You are free at any time to change your mind and withdraw your consent. The consequence might be that HD3 Fitness Centre can't do certain things for you.

Sharing of personal data.

HD3 Fitness Centre will not share any personal data with third party, other than:

- Our Direct Debit collection agency, in order for them to collect the membership fee and contact you about any issues.
- Any legal requirements, such as fraud prevention agencies, court orders etc.;
- In an emergency, or to otherwise protect your vital interests.
- If HD3 Fitness Centre sells the business or its assets or has a merger or re-organisation.

Marketing preference and related searches.

HD3 Fitness Centre will use your home address, phone numbers, email address and social media (e.g. Facebook, Twitter, Instagram etc.) to contact you according to your preferences. Our main form of contact will be e-mail and text message – mostly about membership and fitness classes. We will only use social media if that is the way you have contacted us in the first place.



Criteria used to determine retention periods (whether you become a member of not)

The following criteria are used to determine data retention periods for your personal data:

- Retention in case of queries. We will retain your personal data for as long as necessary to deal with your queries (e.g. for collection of fees and managing memberships).
- Retention in accordance with legal and regulatory requirements. We will retain your personal data after your membership has ended or otherwise come to an end based on legal and regulatory requirements.

Your rights under applicable data protection law

Your rights are as follows (noting that these rights don't apply in all circumstances and that data portability is only relevant from May 2018):

- The right to be informed about HD3 Fitness Centre's processing of your data;
- The right to have your personal data corrected if it's inaccurate and to have incomplete personal data completed;
- The right to object to processing of your personal data;
- The right to restrict processing of your personal data;
- The right to have your personal data erased (the "right to be forgotten");
- The right to request access to your personal data ("data portability");
- Rights in relation to automated decision making including profiling.

You have the right to complain to the Information Commissioner's Office. It has enforcement powers and can investigate compliance with data protection law: ico.org.uk.

For more details on all the above you can contact the DPO at info@hd3fitnesscentre.co.uk

Data anonymisation and aggregation

Your personal data may be converted into statistical or aggregated data which can't be used to identify you, then used to produce statistical research and reports. This aggregated data may be shared and used in all the ways previously described.