

Privacy Policy



At 121 Gym we are committed to protecting your privacy. This statement is made in the light of the requirements of the Data Protection Act 1998 in order to advise you of 121 Gym's data processing practices which will govern the processing of your data. If you have any queries about this statement please contact us at:

121 Gym, Units TP4-TP5, Treforest Industrial Estate, Treforest, Pontypridd, CF37 5UR or Phone: 01443 841165.

This Privacy Policy sets out the data processing practices carried out through the use of the Internet and any other electronic communication networks by 121 Gym, as well as describing the types of personal information that we may collect about you and the purposes for which we use this information. By visiting 121 Gym in club, contacting 121 Gym by the phone, or visiting our online website, (www.onetoonegym.co.uk), you are accepting and consenting to the practices described in this Privacy Policy.

Personal information collected about our users

We collect personal information from our club users through various means. This personal information may include the following: your name, date of birth, contact information, preferred communication methods, training aspirations, company name (in the case of a corporate membership), bank details and credit card details. Note that we do not store your bank details on our web servers.

We also collect the following information:

Sensitive Information: The term "sensitive information" in this context refers to information related to your racial or ethnic origin, political opinions, religion or other beliefs, health, criminal background or trade union membership. Whilst we do not generally collect sensitive

information unless it is volunteered by you, we do specifically collect health data to the extent that it is required to assess your readiness for physical exercise. By providing the sensitive information to us, you are consenting to our using it in the manner set out in this Policy.

Photographs and Identification: In the interests of security and the prevention of crime, we may take a digital photograph of each 121 Gym member or guest. Each guest may also be required to provide a form of identification for verification and security purposes. By providing the digital photograph and/or form of identification to us, you are consenting to our using it in the manner set out in this Policy.

CCTV: We use CCTV in our clubs for health and security reasons. If you have any queries in relation to the use of CCTV operating in and around our clubs please contact us.

Surveys: We may ask you to complete surveys that we use for research and improvement purposes, although you do not have to respond to them.

The above information may be used for the following purposes:

- To carry out our obligations arising from any contractual agreement, and to provide you with the information and products or services you request. These may include the facilitation of class bookings and the provision of services to us by our agreed third party providers;
- To process payments and maintain accounts and records, to prevent crime and aid in the prosecution of offenders, and to maintain membership records;
- To improve our platform, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical, research or other functions on our behalf;

- To send you newsletters and promotions and to conduct surveys, prize draws, competitions and other promotions via email, telephone or post;
- To provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. Other than as set out in this Privacy Policy we will not share your personal information with third parties for marketing or any other purposes without your consent, unless we are required to do so by law; and
- To notify you about changes to our services, terms and conditions, and club rules.

Personal information collected by visitors to our website or otherwise

When visiting our website, (www.onetonegym.co.uk), contacting us by post, telephone or email, we may collect, store and use certain personal information that you disclose to us. This includes details such as your name, contact number, address and email as well as traffic data, location data, web logs, communication data and resources that you access, whether this is required for our own billing purposes or otherwise. If you contact us, we may keep a record of that correspondence.

We collect this information through different means and use these to help us improve our services based on the feedback provided. Examples of these are as follows.

- If you provide personal information as a means of communicating with us.
- If you enter a competition or promotion we may ask for specific information, for example your name and Email Address.

- We will collect information about your tastes and preferences, both when you tell us and by analysis of customer traffic, including using "cookies".
- If you provide your information to 121 Gym to make a comment about our services or website.
- To process your job application if you apply for employment at 121 Gym.

Right of access

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee) and to have any inaccuracies in your information corrected.

Changes

If your personal details change, please help us to keep your information up to date by updating your profile on the 121 Gym website or by notifying us at the above address.

We reserve the right to amend this privacy statement. If we do so, we will post notice of the change on our website and you will be deemed to have accepted such changes.

Data Capture Information

We adhere to strict security procedures covering the storage of your information in order to prevent unauthorised access and to comply with the terms of the Data Protection Act 1998. We may ask for proof of identity or for other personal information before we can process any enquiry further.

Marketing

Please note that your information may be used to send you details of products or services we offer and have identified as likely to be of interest to you. This will be in accordance with the preferences that you indicated when you completed your initial application form or any document completed in club. Opt-out options are detailed within the communication sent by 121 Gym.

Disclosures

Information about our club users is an important part to our business and we do not sell it to others. 121 Gym shares member information only as described in this Privacy Policy.

We have business partners and employ other companies and individuals to perform certain functions on our behalf. Examples include sending postal mail and e-mail, analysing data, providing marketing assistance and providing debt collection assistance. Third party service providers have access to personal information needed to perform their functions, but will not use it for other purposes. Additionally, they must process the personal information in accordance with this Privacy Policy and as permitted by the UK's Data Protection Act 1998 (as amended). We will only disclose personal information to reputable companies and suppliers we engage to process data on our behalf.

We release account and other personal information to third parties when we believe release is appropriate to comply with the law; enforce or apply our membership or other agreements; or protect the rights, property or safety of 121 Gym, our users or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction. This does not include selling, sharing or otherwise disclosing personally identifiable information from members for commercial purposes in a way that is contrary to the commitments made in this Privacy Policy.

121 Gym reserves the right to forward a members information to a third party debt collection agency in the event of non-payment of fees when due.

If the personal information you provide us is sensitive personal data within the meaning of the Data Protection Act 1998, such information, will only be disclosed with your full consent.

Other Websites

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

Internet Based Transfers

Given that the Internet is a global environment, using it to collect and process personal data necessarily involves the transmission of data on an international basis. This means for instance that data you pass to us may be processed outside the European Economic Area, although the data will always be held securely and in line with the requirements of UK data protection legislation. By communicating electronically with us, you acknowledge and agree to our processing of personal data in this way.

Use of Cookies

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. Find out more about cookies on <https://ico.org.uk/for-the-public/online/cookies/>

We use cookies to identify you when you visit this website and to keep track of your browsing patterns and build up a demographic profile.

Our use of cookies also allows registered users to be presented with a personalised version of the site, carry out transactions and have access to information about their account.

Most browsers will allow you to turn off cookies. If you want to know how to do this please look at the menu on your browser, or look at the instruction on <https://ico.org.uk/for-the-public/online/cookies/> Please note however that turning off cookies may restrict your use of our website.

By continuing to use this site you are agreeing to the use of cookies as detailed above.

Notices and Revisions

If you have any concern about privacy at 121 Gym, please e-mail us a thorough description and we will try to resolve the issue for you.

Our business changes constantly and our Privacy Policy, Terms and Conditions and Club Rules will change also. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Policy applies to all information that we have about you and your account.

However, we stand behind the promises we make and will never materially change our policies and practices to make them less protective of member information collected in the past without the consent of affected members.

How do we protect personal information?

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and corporate policies to safeguard and secure the information we collect online. Please be assured that we will take all steps reasonably necessary to ensure your data is treated securely and in accordance with this Privacy Policy.

We use a secure server and also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

Any transactions will be encrypted. We cannot, however, guarantee the security of your transmitted data and you submit such data at your own risk. Where we have given you a password to access certain areas of the Website you are responsible for keeping this confidential and we ask that you do not share this password.

Contact

If you have any questions or comments regarding this Privacy Policy, or any requests for your personal information, please do contact our member services team by means of email to info@121gym.co.uk.