

## Privacy Policy

At Force Strength & Conditioning, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [forcestrength@gmail.com](mailto:forcestrength@gmail.com) or by writing to Force Strength and Conditioning, Unit 66, Vale Business Park, Llandow, CF71 7PF Alternatively, you can telephone 01446771502

### Who are we?

We are Force Strength & Conditioning Ltd, a Results based training Gym based in the Vale of Glamorgan. Force Strength & Conditioning is a registered Limited company.

### How do we collect information from you?

We obtain information about you when you use our website, join our App, Register for our facility on our Myzone system, sign a waiver or when you contact us about products and services,

### What type of information is collected from you?

The personal information we collect might include your name, address, date of birth, email address, IP address. We will collect above information during waivers, app, contact through our website and phone system. If you make a purchase via our app from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

### How is your information used?

We may use your information to:

- Validate insurance policies with regards safe use of the facility;
- Process orders that you have submitted;
- To carry out our obligations arising from any contracts entered into by you and us;

- Dealing with entries into a competition;
- Seek your views or comments on the services we provide;
- To notify you of changes to our services; send you communications which you have requested and that may be of interest to you. These may include information about campaigns, adverts, general notices and fundraising activities, promotions of our associated companies goods and services, process job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (our bookings app Glofox would require your email address for login). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Force S&C Network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

**Third Party Product Providers we work in association with:** We work closely with various third party product providers to bring you a range of quality and reliable products and services designed to meet your needs (e.g. Myzone, Glofox). When you enquire about or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

When you are using our secure in app purchases, your purchase is processed by a third party payment processor (Stripe), who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

### Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work we do, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post. You can change your marketing preferences at any time by contacting us by email: [forcestrength@gmail.com](mailto:forcestrength@gmail.com) or telephone on 01446771502

### How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [forcestrength@gmail.com](mailto:forcestrength@gmail.com), or write to us at: Alternatively, you can telephone 01446771502.

You have the right to ask for a copy of the information Force Strength & Conditioning hold about you.

### Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is looked after by a third party who has their own safeguarding policies. Any written information on waivers will be kept in a locked unit.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

### Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

### Use of 'cookies'

Our Website uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule,

cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [the About Cookies website](#) which offers guidance for all modern browsers

### Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### 16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

### Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.