

PRIVACY POLICY

Your privacy is of utmost important to us and this policy outlines the personal data we collect from you and how and why we use it. It also outlines your privacy rights.

Any personal data you provide is stored securely and confidentially and is processed fairly in accordance with the General Data Protection Regulations (GDPR)

Our privacy policy is routinely reviewed and any changes will be updated on this page.

You can contact us any time for more information or questions you may have on our company's privacy policy by:

Emailing: Team24@gym24wishaw.com

Writing to us: GYM24, 42a Kirk Road, Wishaw, ML2 7BL

What data do we collect?

GYM24 will only ever collect information we need to service your membership and provide content we think you will be interested in. This includes:

- Your name, address, email address and phone number
- A health declaration (also known as a par q) declaring any medical issues the gym needs to be aware of
- Records of your gym usage, preferences and any issues you may flag to us
- Your bank details in order to set up your direct debit – these are not held on our web servers – and are securely stored via our third party payment providers

How we collect your data

We collect your personal information when you:

- Sign up to join GYM24 or register interest in opening
- Use the GYM24 member app
- Book an induction, a free trial or class
- Contact our team/ask for more information on our services via email/phone or within the gym
- Take part in a competition, prize draw or survey
- Send an email to an @gym24wishaw.com email account
- Swipe your fob key to access the gym
- In the rare instance of any incidents occurring within the gym where we need to log an incident report
- CCTV – when you are using our gyms.
- Use or view our website via your browser's cookies

- Images if you are photographed on the gym floor or during a class – we will always ask permission first and you can request any images to be removed from use by contacting team24@gym24wishaw.com

As a 24 hour gym, we have CCTV recording 24 hours a day – this is monitored between 8pm and 8am by our internal CCTV team. CCTV is permanently erased after 6 months.

How we use your data

We need your data in order to service your membership including:

- Setting up your gym membership via Membr and direct debit payments via Stripe
- Allowing you to access the gym, its classes and facilities including fob key access
- Emailing you with news and special offers (you can opt out of marketing emails at any time)
- To respond to any questions or issues you may have
- To allow you to monitor your gym usage in our members app
- To gain feedback from you in order to improve our services

We will never share your data with third party suppliers for marketing purposes.

How we store your data

Your data is securely stored via our customer management system, [Membr](#). Your bank details are securely managed by our payment provider, [Stripe](#) – we do not store your bank details or have access to them.

We'll store your information for as long as you are a member of GYM24, or following cancellation and to meet legal requirements including financial audit, anti-fraud and money laundering regulations.

We will store your information for no more than 6 years from the last activity on the account. An 'activity' can be classified as access into a gym, a payment made on the membership account or a comment added to the membership following contact with GYM24.

We may contact you about GYM24 services during this 6 years if you haven't opted out of receiving marketing communications from us.

Keeping you up to date and opt out

We will only send you marketing emails with news and offers we think will be of interest to you and we will never share your details with any 3rd party provider for marketing purposes.

If you cancel your membership, we will only send you information that we think will be of interest to you.

You can choose to opt out of all marketing or select your marketing preferences.

Alternatively, if you are no longer a member, and wish to remove your consent to receive marketing please contact by email to team24@gym24wishaw.com

Your privacy rights

You have the right to object to how we use your personal information. You also have the right to see what personal information we hold about you. In addition, you can ask us to correct inaccuracies, delete or restrict personal information or to ask for some of your personal information to be provided to someone else. You can make a complaint to us by contacting team24@gym24wishaw.com

You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office at <https://ico.org.uk>. To make enquiries for further information about exercising any of your rights in this Privacy Policy please contact team24@gym24wishaw.com

Your right to object

You can object to our processing of your personal information. Please contact us as noted above, providing details of your objection.

Access to your personal information

You can request access to a copy of your personal information that we hold, along with information on what we personal information we use, why we use it, who we share it with, how long we keep it for and whether has been used for any automated decision making. You can make a request for access free of charge by contacting team24@gym24wishaw.com. Please make all requests in writing, and provide us with evidence of your identity.

Your right to withdraw consent

If you have given us your consent to use your personal information, you can withdraw your consent at any time and update your marketing preferences by contacting us or signing in to your account

Rectification

You can ask us to change or complete any inaccurate or incomplete personal information held about you or you can update these via our member's app

Erasure

You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn your consent, or where we have no lawful basis for keeping it.

Portability

You can ask us to provide you or a third party with some personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

Restriction

You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

How to make a complaint

You can make a complaint about how we have used your personal information to us, by contacting us via team24@gym24wishaw.com, or to a supervisory authority – for the UK this is the Information Commissioners Office at <https://ico.org.uk>. We will not make any charge for responding to any request from you to exercise your privacy rights, and we will respond to your requests in accordance with our obligations under data protection law.

Withdrawing consent

You have the right to withdraw your consent for processing your data at any time.

Your online activities

We use cookies to track your use of our website www.gym24wishaw.com.

We may use cookies to provide tailored marketing messages when you are logged in to our website, if you have given us consent.

Cookies. What are they and how we use them?

Like most sites, we use small text files called cookies to allow you to shop with us and to help us improve your experience.

The cookie allows us to remember certain things about your visit, such as: if you've signed in, which member areas you've visited and so forth.

When you visit a page in your browser the cookies from that site are sent back to the server to allow it to change its response accordingly. The information held in a cookie cannot be sent to any site other than its original source.

This, in turn, helps us make our website relevant to your interests and needs. We may use a persistent cookie (a cookie that stays linked to your browser) to record your details so we can recognise you if you visit our website again.

The gym may use Google Analytics and FB pixels to improve our online marketing efforts and to streamline content that we think is most relevant to you.

You can choose to refuse cookies, or set your browser to let you know each time a website tries to set a cookie although this may limit access to certain areas of the site.

Privacy policies of other websites

Occasionally, our company website may contain links to other companies. Our privacy policy only applies to GYM24 and so if you ever click on a link to another website, you should read their privacy policy.