

PRIVACY NOTICE

What is the purpose of this notice?

At Hoppers Gym Limited ('Hoppers Gym') we are committed to protecting your privacy. This statement is made in the light of the requirements of the General Data Protection Regulation (2018) ('GDPR') in order to advise you of Hoppers Gym's data processing practices which will govern the processing of your data. It sets out how we collect and use personal data about you.

Hoppers Gym will be what is known as the "Controller" of the personal data you provide to us.

If you have any queries about this statement please contact us at Hoppers Gym Limited, Five Oak Green Church, Five Oak Green, Tonbridge TN12 6QY or by email: info@hoppersgym.com

When we collect information

We will obtain personal information from you when you sign up to our membership software online or when you come to the gym to sign up for a membership agreement.

We may also collect information from you at other times if required to perform our services.

Please see our CCTV policy at the end of this document.

What we need

We only collect basic personal data about you which does not include any special categories of personal information about you (known as 'Special Category Data'). This does however include name, address, gender, e-mail, telephone number, date of birth, financial information (bank account and sort code) and emergency contact name and telephone number as well as video footage while on premises.

Why we need it

We need to know your basic personal data in order to provide gym facilities and classes to you in line with your membership and for administration purposes. We will not collect any personal data from you we do not need to provide and oversee this service to you. We will not share your information with any external party for marketing or promotional purposes.

Please see our CCTV policy at the end of this document.

What we do with it

We only ever use your personal data with your consent, or where it is necessary:

- to enter into, or perform, a contract with you
- to comply with a legal duty
- to protect your vital interests

- for our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we will only use your information for the purpose or purposes it was collected (or for closely related purposes).

We may process personal information for certain legitimate business purposes, which include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our members
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to provide postal communications which we think will be of interest to you
- to determine the effectiveness of our promotional campaigns and advertising.

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so please email us at: info@hoppersgym.com. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

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Where we keep it

We are based in the UK. We keep your information in the following places:

- On site at our business location
- On our membership software, GymMaster. GymMaster stores all data in servers and backup servers located in New Zealand. [Click here](#) to access GymMaster's privacy policy.
- On our payment software, GoCardless. [Click here](#) to access GoCardless's privacy policy.
- On our accounting software. [Click here](#) to access FreeAgent's privacy policy.
- On our banking software. [Click here](#) to access Mettle Bank's privacy policy.
- On our CCTV software. [Click here](#) to access Ring's privacy policy

In addition, if you include personal information in an email to us, some of your information may be held by our email provider, Google. In addition to Google, some of our systems use Microsoft products. As both Google and Microsoft are US companies, it may be that using their products results in personal data being transferred to or accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as both Microsoft and Google are certified under the US Privacy Shield scheme). These are

managed using secure devices by the two Directors and volunteer administrator, Rosy King, only,

Finally, as we are situated within a building that doubles up as a Church from time to time and some areas of the building are shared, for the information, security, fire procedures and safeguarding of the buildings manager, we may directly share your name, photograph and times of entry/exit with the Church's nominated buildings manager, and the deputy(ies) during times of absence or emergency, only. This information only would be accessed only by the Church's nominated buildings managers and deputy via Gym Master with Hoppers Gym monitoring and management.

Our class instructors and staff also have some restricted access to members personal information, for example via the Gym Master app, for the interest of booking in/checking members into classes and administration management.

Please see our CCTV policy at the end of this document.

How long we keep it

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing e-mails, we will stop storing your e-mails for marketing purposes (though we will keep a record of your preference not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We never store payment credit or debit card information. We will not retain your data for any longer than necessary and the longest time that we will hold your data will be six years.

What we would also like to do with it

We would, however, like to use your name and e-mail address to inform you of our future offers and similar products. This information is not shared with third parties and you can unsubscribe at any time via phone or e-mail.

If you do wish to receive news about the gym or details about future offers please email: info@hoppersgym.com and we will add you to our mailing list.

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What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a 'data subject access request')
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)

- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact Joshua King / Paul Keepax (Hoppers Gym Directors) who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues.

CCTV Policy

Our facility uses Closed-Circuit Television (CCTV) cameras to ensure the safety and security of our members, staff, and property. These cameras are located in public areas of the gym, including entrances, exits, common areas, and workout spaces. They are not located in private areas like restrooms or changing rooms.

The footage is used for the following purposes:

- Crime prevention and detection: To deter and investigate theft, vandalism, or other illegal activities
- Personal safety: To monitor for and respond to medical emergencies, accidents, or other incidents that may require assistance
- Dispute resolution: To provide evidence in the event of a dispute or complaint

The footage is securely stored and is only accessible by authorised personnel for legitimate purposes. We will only share footage with law enforcement or other third parties when required by law or to protect the safety and rights of our members and staff.

By using our facilities, you consent to the use of CCTV as described in this policy. If you have any questions or concerns about our use of CCTV, please contact us.