



Titan Performance Gyms Ltd

PRIVACY POLICY

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This Privacy Policy sets out how we collect, use and store your personal information.

1. Information we collect and why we use it

The personal information we collect includes:

- who you are – your name, address, date of birth, contact details. We use this information to process your membership and attendance amongst other things related to your time at Titan Performance.
- Depending on the type of membership taken out we may also collect financial information. We use this information to process your membership.
- Information related to your health – this is only collected and used where needed to provide the service you have requested or to comply with our legal obligations.
- Our CCTV system captures and stores images for the safety of our members and the protection of our premises and facilities from intrusion, vandalism or damage.
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2. How we collect information about you

- a) We collect information when you fill in an online membership form.
- b) We also collect CCTV images at the gym entrance and exit which can identify individuals.
- c) We may also collect information from you when you contact us directly, for example if you register for an event, or send an e mail.

3. What we do with your data

- a) We use information about you to process your membership and to provide personalised exercise programmes.
- b) We use CCTV images to maintain a safe and secure environment.
- c) We may also contact you with club related information for example about events and fundraising activities.

4. Legal basis for using your information

We will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you - for example developing a training schedule.

5. Sharing your Information

We will never share your personal information with other organisations unless required by law.

6. Website, cookies and social media

- i) Cookies are small files saved to your computer hard drive that track, save and store information about your interactions and usage of our website. If you wish to deny the use and saving of cookies from our website you should take necessary steps within your web browser's security settings to block them.

- ii) Titan Performance Gyms Ltd maintains a presence on popular social media websites including Facebook, Instagram, YouTube and Twitter. We use these sites to share our news, upcoming events and celebrate our successes. By engaging on these sites you are accepting that the webpages are not private. Any information you provide us with on social media platforms may be retained for longer than your relationship with Titan Performance Gyms Ltd.

7. Legal disclosure

We may disclose your information if required to comply with applicable laws, regulations and codes of practice.

8. Keeping your information safe

We take looking after your information very seriously and have implemented stringent physical, technical and organisational measures to protect all the personal information we have under our control. All membership data is managed using Clubworx management system software. Data is encrypted while at rest and in transmission and additionally protected in transmission by HTTPS.

9. How long we keep your data

We only keep your personal information as long as is reasonable and necessary and no longer than 36 months from the expiry of your membership.

10. What are your rights?

a) Access to your personal information

- i. If you believe the information, we hold on you is incorrect you can request to see this information and have it corrected or deleted.
- ii. You can request a copy of your personal information free of charge. Please put any request in writing to the Gym and provide evidence of your identity.
- iii. If you wish to raise a complaint on how we have handled your personal data please contact the management in order to have the matter investigated.

b) Consent

You can withdraw your consent at any time.

c) Erasure

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

To find out more about this policy and how we look after your personal information, please contact the Management, Titan Performance Gyms Ltd, St Catherine Street, Gloucester, GL12BX