

# MISSION FITNESS UK – PRIVACY NOTICE

## ABOUT US

We Mission Fitness UK (also referred to as “MFUK”, “we”, “us”, or “our”) are a registered partnership company in England. Our registered address is Unit 14, Radcot Estate, Park Road, Faringdon, Oxfordshire, SN7 7BP.

## THE PURPOSE OF THIS NOTICE

This Notice is designed to help you understand what kind of information we collect in connection with our products and services and how we will process and use this information. In the course of providing you with products and services we will collect and process information that is commonly known as personal data.

**This Notice describes how we collect, use, share, retain and safeguard personal data.**

**This Notice sets out your individual rights; we explain these later in the Notice but in summary these rights include your right to know what data is held about you, how this data is processed and how you can place restrictions on the use of your data.**

## WHAT IS PERSONAL DATA?

Personal data is information relating to an identified or identifiable natural person. Examples include an individual’s name, age, address, date of birth, gender and contact details.

Personal data may contain information which is known as special categories of personal data. This may be information relating to and not limited to, an individual’s health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, or data relating to sexual orientation.

Personal data may also contain data relating to criminal convictions and offences.

For the purposes of safeguarding and processing criminal conviction and offence data responsibly, this data is treated in the same manner as special categories of personal data, where we are legally required to comply with specific data processing requirements.

## PERSONAL DATA WE COLLECT

In order for us to provide and administer Health and Fitness or membership services for you, we will collect and process personal data about you. We will also collect your personal data where you request information about our services, customer events, promotions and campaigns. In most circumstances, you will provide us with this information.

You may provide us with personal data when completing an online quote or contact forms, when you contact us via the telephone, when writing to us directly or where we provide you with paper based forms for completion or we complete a form in conjunction with you.

We will share your personal data only within MFUK.

We will collect your personal data when you visit our website, where we will collect your unique online electronic identifier; this is commonly known as an IP address.

We will also collect electronic personal data when you first visit our website where we will place a small text file that is commonly known as a cookie on your computer. Cookies are used to identify visitors and to simplify accessibility, and to monitor visitor behaviour when viewing

website content, navigating our website and when using features. For more information please see our Website and Cookie Policy.

Where we collect data directly from you, we are considered to be the controller of that data i.e. we are the data controller. A data 'controller' means the individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data. A data 'processor' means the individual or organisation which processes personal data on behalf of the controller. As a provider of Health and Fitness services, we will process the following categories of data:

- Personal data such as an individual's name, address, date of birth, gender and contact details.
- Special categories of personal data such as health and medical conditions, including history thereof.

If you object to the collection, sharing and use of your personal data we may be unable to provide you with our products and services.

For the purposes of meeting the Data Protection Act 2018 territorial scope requirements, the United Kingdom is identified as the named territory where the processing of personal data takes place.

If you require more information about our Health and Fitness processes, or further details on how we collect personal data and with whom we share data with, please contact our Data Privacy Representative by e-mailing [missonfitnessuk@gmail.com](mailto:missonfitnessuk@gmail.com).

### **WHY DO WE NEED YOUR PERSONAL DATA?**

We will use your personal data for the performance of our contract with you, to respond to any requests from you about services we provide and to process complaints. We will also use your personal data to manage your account, perform statistical analysis on the data we collect, for financial planning and business forecasting purposes and to develop new and market existing products and services.

We will use the special category data we collect about you for the performance of our contract with you which is deemed to be necessary for reasons of substantial health and safety interest. This allows us to provide you with the appropriate services and support.

In purchasing our products and services you should understand that you are forming a contract with us. If you contact us for a quote or request details on the services we provide, we consider ourselves as having a legitimate business interest to provide you with further information about our products and services. You may request to be withdrawn from all such marketing activities at any time.

In some situations we may request your consent to market our products and services to you, or to share your data. Where we require consent, your rights and what you are consenting to will be clearly communicated to you. Where you provide consent, you can withdraw this at any time by contacting our Data Privacy Representative at [missonfitnessuk@gmail.com](mailto:missonfitnessuk@gmail.com)

### **DATA RETENTION**

- For all Malpractice policies including Clinics policies with a Malpractice element we will retain your personal data at the end of any contractual agreement indefinitely. This data will be retained for the protection of our clients, should a late discovered incident give rise to a claim, we will be able to prove whether you had appropriate contract and supporting paperwork in place at the time of the incident.
- For all Health and Fitness Membership Contracts and related products we will retain your data for a period of 5 years at the end of any contractual agreement.

- Where you have requested a quote or contacted us for details of our products and services, and where this quote does not progress to a contract and we do not have any contracts with you, we will retain your personal data a period of 18 months.
- Where you make a complaint we will retain the data for 10 years.
- Where you or law enforcement agencies inform us about any active investigation or potential criminal prosecution, we will comply with legal requirements when retaining this data.

The retaining of data is necessary where required for contractual, legal or regulatory purposes or for our legitimate business interests for statistical analysis (profiling) and product development and marketing purposes.

Sometimes we may need to retain your data for longer, for example if we are representing you or defending ourselves in a legal dispute or as required by law or where evidence exists that a future claim may occur. Mission Fitness UK full Data retention policy is available on request. Please contact our Data Privacy Representative at [missionfitnessuk@gmail.com](mailto:missionfitnessuk@gmail.com) if you object to the use of, or you have any questions relating to the use of, your data, the retention of your personal data or the use of profiling and automated decision making services/tools and techniques.

You can opt out of receiving marketing services by e-mailing: [missionfitnessuk@gmail.com](mailto:missionfitnessuk@gmail.com).

### **INTERNATIONAL TRANSFERS OF PERSONAL DATA**

One of our Software Developers for our Class Booking System lives and works outside of the European Economic Area (EEA). As such we will transfer your data to third parties based outside the EEA. This is necessary for the purposes of administering our business. Such parties are not permitted to use your personal data for any other purpose than for what has been agreed with us. These parties are also required to safeguard your personal data through the use of appropriate technical and organisational data security measures and are prohibited from disclosing or sharing your data with other third parties without our prior authorisation, or unless as required by law. Please contact our data privacy representative for further information on the measures undertaken to safeguard your data.

### **YOUR RIGHTS**

Individuals are provided with legal rights governing the use of their personal data. These grant individuals the right to understand what personal data relating to them is held, for what purpose, how it is collected and used, with whom it is shared, where it is located, to object to its processing, to have the data corrected if inaccurate, to take copies of the data and to place restrictions on its processing. Individuals can also request the deletion of their personal data.

These rights are known as Individual Rights under the Data Protection Act 2018. The following list details these rights:

- The **right to be informed** about the personal data being processed;
- The **right of access** to your personal data;
- The **right to object** to the processing of your personal data;
- The **right to restrict** the processing of your personal data;
- The **right to rectification** of your personal data;
- The **right to erasure** of your personal data;
- The **right to data portability** (to receive an electronic copy of your personal data);
- Rights relating to automated decision making including profiling.

Individuals can exercise their Individual Rights at any time. As mandated by law we will not charge a fee to process these requests, however if your request is considered to be repetitive, wholly unfounded and/or excessive, we are entitled to charge a reasonable administration fee. In exercising your Individual Rights, you should understand that in some situations we may be unable to fully meet your request, for example if you make a request for us to delete all your personal data, we may be required to retain some data for taxation, prevention of crime and for regulatory and other statutory purposes.

You should understand that when exercising your rights, a substantial vital interest may take precedence over any request you make. In addition, where these interests apply, we are required by law to grant access to this data for law enforcement, legal and/or health related matters.

Where we may be reliant on other organisations to help satisfy your request this may impact on timescales.

If you require further information on your Individual Rights or you wish to exercise your Individual Rights, please contact our Data Privacy Representative by e-mailing [missionfitnessuk@gmail.com](mailto:missionfitnessuk@gmail.com) or by writing to The Data Protection Representative at Mission Fitness UK, Unit 14, Radcot Estate, Park Rd, Faringdon, Oxfordshire, SN7 7BP.

We will take all appropriate technical and organisational steps to protect the confidentiality, integrity, availability and authenticity of your data, including when sharing your data within our group of companies and authorised third parties.

## **DATA PRIVACY REPRESENTATIVE**

To ensure data privacy and protection has appropriate focus within our organisation we have a Data Privacy Representative who reports to the Senior Management. The Data Privacy Representative is Graham Pardew, who may be contacted at [missionfitnessuk@gmail.com](mailto:missionfitnessuk@gmail.com).

## **COMPLAINTS**

If you are dissatisfied with any aspect of the way in which we process your personal data please contact our Data Privacy Representative. You also have the right to complain to the UK's data protection supervisory authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website which is <https://ico.org.uk/concerns/>, by [live chat](#) or by calling their helpline on 0303 123 1113.

## **HOW TO CONTACT US**

If you have any questions regarding this Notice, the use of your data and your Individual Rights please contact our Data Privacy Representative at Mission Fitness UK, Unit 14, Radcot Estate, Park Rd, Faringdon, SN7 7BP, or by e-mailing [missionfitnessuk@gmail.com](mailto:missionfitnessuk@gmail.com), or by telephoning 01367 358415.

*Version: April 2018*