

## **FITSKOOOL UPDATED PRIVACY POLICY 2018**

Our new privacy policy sets out how Fitskool uses and protects any information that you give us when you use our website, enquire via email or complete a health and medical screen or feedback questionnaire. Our updated privacy policy explains your rights under this new law and will become effective May 25, 2018. By continuing to use our services, sites and apps after this date, you agree to these updated terms.

Fitskool is committed to ensuring that your privacy is protected and complies with the new General Data Protection Regulations 2018. You may provide certain information by which you can be identified when using our website.

Your personal information will only be used in accordance with this privacy statement. Personal data that you provide includes that given via our website at [www.fitskool.com](http://www.fitskool.com) contact form, or by email, or during telephone conversations and/or face to face. This data is kept securely and used only to help us answer your enquiry, provide relevant information about our services to you and to carry out and monitor the service.

We will only use your data for the purpose for which it was collected. We will only contact you in response to your enquiry and only send information out via email or newsletter following permissions granted by you. You can opt out from receiving such communications and services at any time by emailing [fitskool@gmail.com](mailto:fitskool@gmail.com) and/or using the unsubscribe facility which is available on all of our formal newsletter communications.

### **Information you may voluntarily give us via our contact form or health questionnaire:**

- your name
- email address
- contact telephone number
- address and postcode
- other information relevant to your personal requirements

### **What we do with the information you give us**

We have a legitimate interest in helping you and as such will use this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- to provide information relevant to your well-being
- to provide information to you relevant to your exercise courses, private sessions, workshops and or treatments that you may be undertaking
- to improve our services
- for internal record keeping

**We do not share personal data with any third party unless a referral is indicated for your welfare and only following express, informed consent from you.**

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## Cookies

When you visit our site, we put small files (known as 'cookies') onto your computer to collect information about how you browse the site.

Cookies are used to:

- Measure how you use a website so it can be updated and improved based on your needs
- Remember the notifications you've seen so that we don't show them to you again

We use Google Analytics software to collect information about how you use this site. We do this to help make sure the site is meeting the needs of its users and to help us make improvements.

Google Analytics stores information about:

- The pages you visit on fitskool.com
- How long you spend on each fitskool.com page
- How you got to the site
- What you click on while you're visiting the site

We don't collect or store your personal information (for example your name or address) so this information can't be used to identify who you are.

We don't allow Google to use or share our analytics data.

Google Analytics sets the following cookies:

### Universal Analytics

Name	Purpose	Expires
<code>_ga</code>	This helps us count how many people visit this website by tracking if you've visited before	2 years
<code>_gid</code>	This helps us count how many people visit this website by tracking if you've visited before	24 hours
<code>_gat</code>	Used to manage the rate at which page view requests are made	1min

**Google Analytics**

Name	Purpose	Expires
_utma	Like _ga, this lets us know if you've visited before, so we can count how many of our visitors are new to fitskool.com or to a certain page	2 years
_utmb	This works with _utmc to calculate the average length of time you spend on fitskool.com	30 minutes
_utmc	This works with _utmb to calculate when you close your browser	When you close the browser
_utmz	This tells us how you reached fitskool.com (for example from another website or a search engine)	6 months

**Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

**Controlling your personal information**

You may refuse or withdraw consent for us to store the information you have given us at any time without detriment simply by emailing or telephoning us (however please note that clinical information must be stored securely for 8 years).

You have the right to request a copy of the information we hold about you without charge and to have your information erased at any time (except for any clinical information that we must keep for legal purposes)

If you would like a copy of the information held on you please write to us at the following address:

Fitskool, 4 Hoe Lane, North Baddesley, Southampton SO52 9NH

If you believe that any information we are holding on you is incorrect or incomplete, please write to us or email us as soon as possible, at the following address [fitskool@gmail.com](mailto:fitskool@gmail.com) . We will promptly correct any information found to be incorrect.

We will not sell, distribute or lease your personal information to third parties.

**Fitskool may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.**

**This policy is effective from 28/5/2018.**

**Fitskool Limited 2018**