**Privacy Policy**

SJW Fitness know that you care about how your personal data is used and that you want to know that it is being kept safe and processed in a fair and lawful manner. This privacy notice describes the type of personal information I may hold about you and how I process this information.

**Who we are**

SJW Fitness is the brand name of Sarah Weston who is a personal trainer and sports massage therapist working online and from Club One Hundred wellness studio based in Leigh-on-Sea, Essex.

This privacy policy explains how SJW Fitness collects and processes the personal information I collect about you.

**What information do we collect**

The personal information that I collect and process about you may include your name and contact information (address, e-mail and phone number), your date of birth, emergency contact details, medical information, photographs, videos, bank details and credit card details. I will only collect and hold data to the extent that it is needed to complete the activity you consent to or to fulfil our obligations under a contract.

I collect the personal information about you when you voluntarily complete one of my contact forms or book a call to apply for one of my programs or to book treatments, and also when you completed the enquiry contact us box on my website to obtain more information about my products and services.

I also collect the personal information about you when you take part in one of my training programs or a massage treatment in the form of a PARQ (Physical Activity Readiness Form) and your credit or debit card details for payment of services. The medical information collated on the PARQ form is classed as ‘Sensitive information’. I only request sensitive information to the extent that it is needed to assess your readiness for physical activity and massage, and I may also on occasion request in writing confirmation from a medical professional of your readiness to exercise or receive treatment.

Website usage information is collected using cookies. Please refer to the section in this notice the specifically relates to cookies.

**How we will use that information**

I collect and process information about you to enable me to deliver the services that you have contracted me to do so safely and efficiently and also to provide you with marketing information about other products and services that I offer and events you may be interested in.

To process your data I therefore either rely on either having your specific consent, or the data being required for the purpose of fulfilling a contractual obligation.

My website does use cookies that collects information from the website to personalise your repeat visits to the website. Please see the section of this notices that relate to cookies for more specific information on my cookie policy.

**Consent**

If you do not take part in one of our training programs or have not received treatments from me and have input your details into my website to receive information, I will only use your e-mail address and name to send you further information on my products and services and to send you my e-newsletter. I will only use your phone number to contact you with details of offers where you have ticked the relevant boxes to give me your consent to do so.

If you have provided me with this consent you are able to withdrawn this at any time. If you no longer wish to be contacted for marketing purposes please e-mail sarah.weston@clubonehundred.com or click the unsubscribe link on my e-mails.

**Fulfil Obligation under contract**

Where you have contracted with me to take part in one of my programs or to receive treatments I will use the data you have provided me with to fulfil the obligations under that contract. To enable me to fulfil our contractual requirement I will require you to;

• Fully complete and sign a PARQ form

• Obtain medical clearance if required

• Sign the terms and conditions of service

• Provide bank or credit card details for payment of the service

**I will also request your consent to;**

• Send you information regarding products and services that I offer and my E-newsletter.

• To use photographs and video footage taken in the session which you may appear in for marketing purposes.

• To use before and after photographs of you for marketing purposes.

• To use written and video testimonials of you for marketing purposes.

**I will hold this data in the following formats;**

• PARQ’s in paper format stored securely at the studio or on WUFOO if completed electronically.

• Terms and conditions in paper format stored securely at the studio or on WUFOO is completed electronically.

• Names and telephone numbers in my phone.

• Bank and credit card details are not held by myself.

**I will use the data above that you have provided us with as follows;**

• To ensure that you are not exercising with medical conditions that you should not be exercising with and to ensure that if you do have medical conditions I am able to deliver a safe an effective exercise session for you.

• To confirm your attendance at sessions.

• To enable us to contact your nominated contact in the case of an emergency and to enable me to relay medical information to the emergency services if necessary.

• To provide you with details relating to the programs you are on.

• To ask you to complete surveys or provide feedback regarding the products you are using or have recently used.

• To promote and advertise the programs via various marketing channels such as (but not limited to) e-mail, Text message, Facebook, Instagram, Facebook Messenger, posters and leaflets.

• To keep you informed of other products and services that I may offer.

• To collect payment for the services delivered.

**Please note that where I require your consent to process your data you are able to withdrawn this consent at any time by e-mailing sarah.weston@clubonehundred.com. Where group photographs or videos have been used that include your image I will anonymise you where possible by editing out or pixelating your image.**

**Other Companies**

SJW Fitness does not hold your credit card, bank details or any other financial details on any of my manual or electronic systems and all financial information is input directly in to the payment collection site. Payments

SJW Fitness use a company called mailchimp and Trainermind systems to compile e-mail lists for marketing purposes, a company called WUFOO to produce forms.

You are able to view the privacy policies of all of these organisations at;

* [www.trainermind.co.uk](http://www.trainermind.co.uk)
* [www.mailchimp.com](http://www.mailchimp.com)
* www.wufoo.com

I do want you to know that I never sell your data to a third party or share your data with other organisations for marketing purposes.

**Access to your information and correction of information held**

You have the following rights in relation to your data;

• To access the information that I hold about you.

• To request that I update and amend any of the records that I hold about you.

• To request that I delete information that we hold about you

• To restrict or to object to processing

• To withdrawn your consent

To make a request please e-mail sarah.weston@clubonehundred.com or write to me at C/O Club One Hundred. 43-45 Rectory Grove, Leigh-on-Sea, Essex, SS9 2HA. I will provide a full response to your request within 30 days.

Please note that there may be some circumstances where I are unable to provide you with a copy of the data that we hold about you, for example if that document also held the personal information of another person or if we require the information for legal purposes. We will always provide you with a clear explanation if we are unable to provide you with data you have requested.

**Retention and Deletion of your data**

I only collect and hold data to the extent that it is needed to complete the activity you consent to or to fulfil our obligations under a contract. The data will not be held for any longer than it is required.

SJW Fitness has a document retention and destruction policy that I adhere to, this document has been updated as of May 2023 and ensures that the data I hold is reviewed regularly and destroyed when appropriate in a safe and confidential manner.

You have the right to request that your data is deleted from my databases, however in some circumstances I may not be able to delete your data immediately, such as where I am required to hold the information by law or for the performance of a contract.

If I am unable to accommodate a request for deletion of your date I will provide you will a detailed explanation as to why within 30 days of your request.

**Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of my website features may not function as a result.

**Changes to privacy policy**

I keep our privacy policy under regular review and we will place any updates on this webpage. This privacy notice was last updated on 17th May 2023.

**How to contact us**

Please contact us if you have any questions;

E-Mail – sarah.weston@clubonehundred.com

Or write to me at- C/O Club One Hundred, 43-45 Rectory Grove, Leigh-on –Sea, Essex, SS9 2HA