



LEAR FITNESS LIMITED / LEAR FITNESS PHYSIO LIMITED - PRIVACY POLICY

At LEAR Fitness, we are committed to protecting your privacy. Our Privacy Policy sets out how we collect and use your data. By using our services, you agree to the collection and use of your data as outlined and in accordance to this policy. We may require to change this Privacy Policy at times, in which case we will inform and contact you if the policy changes.

1. Data Controller

LEAR Fitness is the data controller and all employees at LEAR Fitness are data controllers. To contact LEAR Fitness regarding data, you can talk to us at the LEAR Fitness site you attend or via email at admin@learfitness.pro. Alternatively, you can write to us at the site you attend: LEAR Fitness Leamington Spa. 6 Bedford Street, Leamington Spa, Warwickshire CV32 5DY
LEAR Fitness Harrogate. 4-7 Montpellier Street, Montpellier Quarter, Harrogate HG1 2QY

2. Purpose of Collecting Your Data

We will ask you at registration and initial booking for certain personally identifiable information that we can use to contact you and identify you. This information may include your name, date of birth, phone number, address, email, GP information, Health Insurance information and Next of Kin. We will also ask some medical questions to ensure you are safe for treatment and exercise. It is statutory to provide us with this information.

3. Use of Data

LEAR Fitness will use your data for sole use of the purposes of the business. We will not share your information with any 3rd party. The only occasion your data may be shared with a 3rd party would be with another health professional, for example your GP, but would not be done without your consent.

We use Mind Body to help our business run efficiently. Mind Body will store your personally identifiable details, notes from appointments you attend and payment details. We agree to the terms and conditions of Mind Body and their Privacy Policy. You can view their Privacy Policy at: <https://www.mindbodyonline.com/privacy-policy>

We confirm that we do not retain any payment data but use Barclaycard, Mind Body and Paypal to do this on our behalf.

Our physiotherapists use an online computer programme Pro Pilates Live to send you exercises where appropriate. Pro Pilates Live will only store your name and email address. Their Privacy Policy can be found at: <https://hep.physiotec.ca/terms-use.php?PHPSESSID=vllardtldvp23805uvhq18k8t5trti8p>

We use Mail Chimp to contact you regarding LEAR Fitness information and LEAR Fitness marketing purposes. We promise to not bombard you with emails, but we find it helpful to inform you of timetable changes, staff news and changes, exciting offers and opening time changes, for example Christmas. You can opt out of these emails at any time by unsubscribing or letting a member of staff know. Mail Chimp Privacy Policy can be found at: <https://mailchimp.com/legal/privacy/>

4. Legal Use of Data

Due to LEAR Fitness being a healthcare business, we have legitimate reasons to collect and store your data. Our Physiotherapists are governed by the Health and Care Professions Council and by law we are required to obtain your information prior to any contact with our staff and retain your data for set time periods governed by law.



We will disclose your personal information where required to do so by law or in accordance with an order of court or jurisdiction. We will also disclose your information if we feel disclosure is necessary by law, in request to law enforcement and if it is in the safety and protection of our business.

5. Data Retention

We are required to retain your information for up to 8 years after conclusion of treatment or death. This time period will differ for children. We have to retain data for this period due to our legal obligations under healthcare.

6. Data Security

The protection and security of your data is very important to us and we have procedures in place to ensure your data is well protected and in accordance to UK and EU legislation.

7. Individuals GDPR Rights

You have the right to request access to your data for free. A request for data should be in writing and made available to you within one month.

On occasion, your data may need to be altered, for example a change of address, in which case you should inform a member of LEAR Fitness staff. We are unable to alter any medical information disclosed to us.

Due to legal obligations, we reject the right to erase your data within the time period we are obliged to keep your data.

You have the right to withdraw consent at any time from our marketing material we may send out to you via email, however we will continue to use Mind Body to contact you regarding bookings.

8. Social Media

On registration, or if an existing client, we will ask you to complete a Social Media Consent Form if you are happy for us to use your picture, video or feedback on social media including Facebook, Twitter and Instagram. You have the right to opt in to this and can change your mind at any time. The staff member will ask verbally each time prior to anything being posted on social media.

9. Marketing

We may use your email to send you information via Mail Chimp regarding LEAR Fitness news, promotions, timetable changes and changes to opening hours. We will send an email via Mail Chimp for you to opt in to these emails from us. You can change your mind at any time by selecting 'unsubscribe' on the email.

10. Lodging a complaint

If you would like to lodge a complaint, you can do so by writing to us at the Leamington Spa site, using the contact details above.

Alternatively, if you wish to contact the supervisory authority of data, you can contact the Information Commissioner's Office (ICO) whose contact details can be found at:

<https://ico.org.uk/global/contact-us/>



Company and LEAR Fitness relates to the businesses LEAR Fitness Limited and LEAR Fitness Physio Limited.