

Privacy Policy – Pinnacle Health and Fitness



This document has been produced to explain how and why we collect your data, how it is stored and protect, and what rights you have in relation to it. Pinnacle Health and Fitness requires certain data from its customers to process Bookings and to run sessions/courses/events.

We do not sell your personal data to any third parties under any circumstances.

What data do we require?

We may gather the following information

- First name
- Last name
- Date of birth
- Email address
- Phone Number
- Emergency contact name and phone number
- Billing address and delivery address
- Relevant Medical information which may be relevant to the activity you wish to partake in
- Photos and videos during events where such photos constitute personal data
- Financial and credit card information
- Details of your visits to our website including, but not limited to, traffic data, location data, weblogs, other communication data and the resources that you access
- Any information that you choose to send us via email or social networking tools such as Facebook, Instagram and other social media platforms

This information is given to us by our customers either through our online booking system, over the phone or in person

Why do we need to collect your information?

We collect your information in order to form a booking. The information that is taken allows us to communicate with you regarding your booking. We ask that you inform us of any changes to this information to ensure our records are kept accurate and up to date. Emergency contact details are taken in case of any emergency situations during our sessions/events in order to contact the relevant person/persons if required. All data is stored on a none public database.

Your privacy is extremely important to us, and we take our responsibility surrounding the security of your data very seriously. For the most part, your data will remain within our organisation and will be processed by appropriate individuals only.

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Who we may share your data with

By agreeing with our terms and conditions upon booking, you allow us to share your data with relevant staff members and third parties which are involved in the sessions/events your partaking in. This aids with the running of courses. Others who we may share your data with includes;

- Relevant training organisations
- Emergency services in case of accidents and injuries
- Legal advisors for the purpose of gaining advice
- The relevant organisations if required due to safeguarding or criminal issues

Marketing

Customers have the option to opt in to updates on the latest courses and information regarding Pinnacle Health and Fitness current activities. Customers have the option to Opt-out by clicking the 'unsubscribe' link on any marketing emails.

Other Websites

Pinnacle Health and Fitness may hold links to other websites within the Pinnacle Health and Fitness website. Pinnacle Health and Fitness do not hold any responsibility for the privacy policy or content on any other site.

Your rights

Under the Data Protection Act 2018, you have the right to find out what information the government and other organisations store about you. These include the right to:

- Be informed about how your data is being used
- Access personal data
- Have incorrect data updated
- Have data erased
- Stop or restrict the processing of your data
- Data portability (allowing you to get and reuse your data for different services)
- Object to how your data is processed in certain circumstances

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Complaints

If you wish to raise a complaint about how we have handled your personal information, you can contact us on 07368274078 or Jon@ptretford.com

We hope that we will be able to address any concerns you may have, however, if you are not satisfied with our response, you can contact the Information Commissioner's Office (the ICO). Further details can be found at www.ico.org.uk.