

# Privacy policy

## Introduction

**Privacy Policy:** The gym collects sensitive and confidential data from all users of the gym. We treat your personal details with care and respect your privacy. This information is collected for the following reasons:

- Insurance purposes
- Health and safety
- Market research
- To improve services
- Emergency contact

## Who we are?

Tom Matthews is the Data Controller and can be contacted in person at the gym, by phone on 01271 379670 or by email [info@tmgym.co.uk](mailto:info@tmgym.co.uk)

## Personal information that we collect:

- Name
- Address
- Telephone
- Email
- Medical information
- Age
- Bank details when paying your membership through Direct Debits

We collect this information when you complete a Membership form or Direct Debit form.

## How do we use personal information?

We do not share your personal information with other organisations for them to use in their own marketing activities.

In the event of an accident, incident or illness, personal information may be shared with other medical professionals and our insurers.

## Where and how do we store personal data?

Your personal information is stored in a locked cabinet in reception under 24 hour CCTV. CCTV can only be viewed by the data controller and is stored for two weeks on a hard drive for evidence purposes in the case of an incident or accident.

All Staff understand the importance of confidentiality with regard to Personal information and will not share personal information to anyone other than medical professionals or our insurers.

## How long do we keep your personal data for?

Data is kept for the duration of your membership and as Customers often come and go with their membership, it is kept for a period of time in case you join again later.

If you wish your data to be removed at anytime please contact the Data controller.

If you wish to view your personal data at any time you will be required to provide proof of identity.

## How to contact us?

- Call us on 01271 370679
- Email [info@tmgym.co.uk](mailto:info@tmgym.co.uk)
- Visit TM Fitness (TM Gym Ltd)
- Write to us at TM Fitness, The Old Ice Factory, Rolle Street, Barnstaple, Devon EX31 1JP

If you have any concerns about the way in which we have used your personal information, please get in contact with us. We will be happy to discuss them with you.

This document can also be found at [www.tmgym.co.uk](http://www.tmgym.co.uk)