

Privacy Notice

Regardsoe Fitness is a small Private Personal Training Company for people wanting to improve their fitness, and lifestyle through exercise and nutrition. We provide support and education in a variety of formats and want to ensure you are aware of the information we collect and hold about you.

What information do we hold about you?

- The contact information you provide/provided to us when you registered an enquiry about our services, subscribe to our newsletter sign up to a service, purchase a product or enter a competition via our website or linked social media platforms.
- Usage information in respect of any of the products and services we provide. including but not limited to course completion, webinar views, downloads and Facebook group interaction

Call/communication monitoring

We may also monitor, record, store and use communications we have with you to improve the quality of our products and customer service, to confirm any instructions you give us, for training and operational compliance purposes and / or to provide you with support.

How may we use your information?

We need your information so that we can, in accordance with the contract you have with us, provide you with content, products, services, tailored and personalised recommendations, general account management, the management of our products and services. This includes but is not limited to providing exercise prescription downloads, videos, updating you on upcoming events and additional resources and allowing access to the members site and other member resources.

In addition to using your information for such necessary purposes, we may also use your information to improve our products, services and customer experiences, in the following ways:

- To monitor, improve and protect our content, products and services, work with our agents and business partners to improve the products and services we offer, and develop new content, products and services.
- For market research.
- To send you communications about our products and services from selected trusted partners that we think may be of interest.

How may we share your information?

We may share your information in order to provide you with the service you are entitled to, including but not limited to, referring you to a fellow health professional, and ensuring the members site is functioning appropriately.

We may use and share your information with third parties to enable us to comply with any legal or regulatory requirements; to protect or enforce our rights or the rights of any third party such as by analysing activity on our network to help block unauthorised or illegitimate content, publication of, or access to it; and for the purpose of safeguarding an individual's vital interests, national security, responding to statutory obligations or requests from the courts and enforcement authorities.

Keeping your data up to date

You may notify us of any updates, amendments and corrections to your information, or restrict or delete your data (where applicable), via the Mind Body Online Members Platform ([click here](#)) by signing in with your private log in user name and pass word created when you registered, or by contacting Jo Regardsoe on info@regardsoe-fitness.co.uk

Please note that we may need certain information to enable us to provide you with the products, goods and services you ask for, so changes you make to your data or restrictions you ask us to make on how we use your data may affect what services we can provide.

Analytics

We like to keep track of what websites, information and links are popular and which ones don't get used so much, to help us keep our information relevant and up to date. It's also very useful to be able to identify trends of how people navigate (find their way through) our information and when and where 'error messages' may originate.

This group of cookies, often called 'analytics cookies' are used to gather this information. The information collected is grouped with the information from everyone else's cookies. We can then see the overall patterns of usage rather than any one person's activity. Analytics cookies are used to improve how an application, a website and its pages work.

Our applications, web locations, websites and communications you get from us contain small invisible images known as 'web beacons' or 'pixels'. These are used to manage the interaction between you and the online information or email and allows us to assess the effectiveness of the communication.

How long we keep your information?

We retain your information for up to 6 years following the end of your membership with us. When deciding what to retain, we take into account what information we need to best provide you with products, goods and services, manage your relationship with us, meet our statutory obligations and meet our customers' and previous customers reasonable expectations.

Complaints

If you wish to make a complaint about how we use your information, please contact Jo Regardsoe using info@regardsoe-fitness.co.uk and we will do our best to help. If you are still unhappy, you can contact the Information Commissioner's Office via their website.

Contacting Regardsoe Fitness

Any queries or comments about this privacy and cookies notice, for requests of copies of the information we hold about you, or if you wish to have a copy of your information, restrict or erase your records, please email info@regardsoe-fitness.co.uk

Changes to this notice

We will occasionally update our privacy and cookies notice. We will post a notice of any material changes on our website prior to implementing the changes, and, where appropriate, notify you using any of the contact details we hold for you for this purpose. This may include phone, SMS, e-mail, post or interactive social media. We encourage you to periodically review our notice to be informed of how we use your information.

Privacy & Security Policy

Commitment to Data Security Your personally identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. All emails and newsletters from our sites allow you to opt out of further mailings. Regardsoe Fitness will never sell trade, rent, exchange or otherwise share your personal information with any other person, company or organisation.

Thank you for choosing Regardsoe Fitness, we hope you have read and understood the above guidelines. And you enjoy using our services.

If you have any questions or concerns relating to the above please contact Jo:
info@regardsoe-fitness.co.uk

This privacy and cookies notice was last updated May 2018