

Privacy Policy

The 225 Club

Last updated: Jan 2025

1. Who we are

The 225 Club operates a fitness facility located at 13 Anyards Road, Cobham, KT11 2LW

We are the **data controller** responsible for your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions about this policy or your data, contact:

manager@the225club.com

2. The information we collect

We collect the following categories of personal data:

Personal details

- Name
- Postal address
- Email address
- Telephone number
- Date of birth
- Emergency contact details

Membership and usage information

- Membership type and history
- Attendance records
- Class bookings
- Communications with us

Payment information

- Credit/debit card details (processed securely via our payment provider)
- Billing history and transactions

Health and special category information

- Medical conditions or injuries
- Fitness and health questionnaires (e.g., PAR-Q)
- Information needed to assess your ability to exercise safely

Health information is treated as **special category data** and protected with extra safeguards.

3. How we collect your information

We collect data when you:

- Join or enquire about membership
- Complete forms or waivers
- Book classes or personal training
- Make payments
- Contact us
- Use our website or member systems

4. How we use your information

We use your data to:

Provide our services

- Set up and manage your membership
- Provide gym access and bookings
- Deliver personal training and fitness advice
- Take payments

Legal basis: Contract

Health and safety

- Assess your fitness to exercise
- Provide safe instruction
- Respond to incidents or emergencies

Legal basis: Vital interests and explicit consent (special category data)

Administration and communication

- Send membership information
- Respond to enquiries
- Provide customer support

Legal basis: Contract / legitimate interests

Marketing (optional)

- Send offers, promotions, or news

Legal basis: Consent (you can opt out anytime)

Legal and compliance

- Meet legal or regulatory requirements
- Prevent fraud or misuse

Legal basis: Legal obligation / legitimate interests

5. How we handle payment information

Card payments are processed by secure third-party payment processors compliant with PCI-DSS standards.

We **do not store full card numbers** on our systems.

6. Who we share your information with

We only share data where necessary, including:

- Payment processors
- Membership management software providers
- IT and cloud service providers
- Professional advisers (accountants, insurers, legal)
- Authorities where required by law

All suppliers must keep your data secure and only process it on our instructions.

We do **not sell your personal data**.

7. How we store and protect your information

We use appropriate security measures including:

- Encrypted systems
- Password-protected access
- Limited staff access
- Secure storage of paper forms

8. How long we keep your information

We keep your information only as long as necessary:

- Membership records: up to 5 years after membership ends
- Financial records: 6 years (legal requirement)
- Health forms: retained up to 5 years
- Marketing preferences: until you withdraw consent

After this, data is securely deleted or anonymised.

9. Your data protection rights

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion
- Restrict or object to processing
- Withdraw consent at any time
- Complain to the ICO

To exercise your rights, contact us at manager@the225club.com

You can also complain to:

Information Commissioner's Office
www.ico.org.uk

10. Marketing

We will only send marketing emails or texts if you have opted in. You can unsubscribe at any time by clicking the link in messages or contacting us.

11. Cookies and website tracking

Our website may use cookies for:

- Site functionality
- Analytics
- Improving user experience

You can manage cookie preferences in your browser.

12. Children

Our services are not intended for children under [16]. We require parental consent for younger members where applicable.

13. Changes to this policy

We may update this privacy policy occasionally. The latest version will always be available at reception or on request from manager@the225club.com