

Service User Privacy Policy

This policy outlines how Green Strides Fitness handles and protects your personal data in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We are committed to ensuring your privacy and the security of your personal information.

1. What Personal Data We Collect

We collect and process the following types of personal data for the purpose of providing our services:

- **Identity Data:** Your name, date of birth, and gender.
- **Contact Data:** Your email address, phone number, and postal address.
- **Health and Fitness Data:** Information about your medical history, current injuries, fitness levels, and training logs, which is considered a special category of personal data.
- **Financial Data:** Payment details and billing information.
- **Technical Data:** Your IP address, browser type, and usage data if you use our website or online platforms.
- **Communication Data:** Records of our conversations and correspondence.

2. The Legal Basis for Processing Your Data

We will only use your personal data when we have a legal basis to do so. The primary legal bases for our processing of your data are:

- **Contract:** To fulfill our contractual obligations to you by providing the services you have requested.
- **Legitimate Interests:** To improve our services, manage our business, and communicate with you, provided your rights and freedoms are not overridden.
- **Consent:** For processing special categories of personal data (like health information), we will obtain your explicit consent. You have the right to withdraw this consent at any time.

3. How We Use Your Data

We use your personal data for the following purposes:

- To create and deliver personalised training plans.
- To deliver any other service you have requested.
- To communicate with you about your progress and our services.
- To manage your payments and billing.
- To maintain records as required by law and our professional obligations.

4. How We Protect Your Data

We take the security of your data seriously and have implemented appropriate technical and organisational measures to protect it from unauthorised access, accidental loss, disclosure, or destruction. This includes:

- Using strong passwords and multi-factor authentication on all devices and platforms.
- Storing data on secure, password-protected systems.
- Ensuring that any third-party services we use (e.g., payment processors, communication apps) are also GDPR compliant.

5. Your Data Protection Rights

Under GDPR, you have the following rights concerning your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct any inaccurate or incomplete data we hold.
- **Right to Erasure:** You can ask us to delete your personal data in certain circumstances.
- **Right to Restrict Processing:** You can request that we limit the way we use your personal data.
- **Right to Data Portability:** You can request to receive your personal data in a structured, commonly used, and machine-readable format.
- **Right to Object:** You can object to our processing of your personal data in certain situations.

6. How Long We Keep Your Data

We will only retain your personal data for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

7. Sharing Your Data

We will not share your personal data with any third parties without your explicit consent, except where required by law.

8. How to Contact Us

If you have any questions about this policy or wish to exercise any of your data protection rights, please contact us at info@greenstridesfitness.com.

By using our services, you acknowledge that you have read and understood this policy.