

Privacy policy

This privacy policy will explain how our business uses the personal data we collect from you when using our website and becoming a member.

1) What data do we collect

We collect your Name, Email address, address and phone number so we can communicate with you effectively.

For the programmes we ask for your height, weight, age, fitness levels to ensure we can deliver you the right programming and track progress. We also use progress photos and body measurements to help us track progress. This is optional.

We collect information regarding any health problems and/or injuries you may have.

For the community aspect of our business we collect information around your personal life, kids, job, hobbies etc so we can match you up with a group of like-minded individuals. This is optional and you do not have to answer any questions and can opt out of the group chats if you do not want your number shared.

The IP address, device/browser information is collected automatically.

WE use a secure payment site (stripe) to handle payment. We do not store any of this information

2) How we collect this data

we collect this data through forms, uploads to the app, cookies and app tracking.

3) Why do we collect this data

we collect your data to ensure we can deliver safe effective programmes suited to yourself and your goals, so that we can track your progress and so that we can communicate efficiently to give you maximum support. We also collect data to help us ensure you are part of the military community however this is not something we can guarantee.

We advise no one to share any private information with other clients through our group chats.

We also collect data to comply with legal and regulatory obligations.

You do not have to provide all the data we ask for. It is up to you to give your consent. We however cannot provide you a membership without the health questionnaire being filled in due to our responsibility for the health and safety of yourself.

4) Who uses this data

We will only use your data with yourself to maximise your progress. We will also use your contact details to add you to group chats with other members. You can opt out of this.

If we want to use any of your data to help advertise our business we will ask you and get written approval first.

5) we use the following third parties

- Trainerize: programme delivery and communication.
- Stripe: secure payment processing.
- Google Analytics & Meta Advertising: to understand usage and improve marketing effectiveness.
- Wix: website design and collection of form information

All third-party processors are bound by data-processing agreements consistent with UK GDPR. If we change or add processors, they will meet the same data-protection standards.

6) how long do we store your data?

We store your data from when you sign up with us to 6 months after you cancel your membership as a standard process. This allows us to carry on progress if you change your mind and want to resign up.

7) If you wish to delete your data please let us know and we shall get rid of all of our records.

8) As per our terms and conditions we only knowingly accept clients who are 18 years and above. We therefore do not knowingly collect data from individuals under 18.

9) No system is completely secure. By engaging our services, you acknowledge that data transmission over the internet carries inherent risk

10) You have the following rights:

- **Right to be informed:** What data you collect and why.
- **Right of access:** Requesting a copy of personal data.
- **Right to rectification:** Correcting inaccurate data.
- **Right to erasure:** Requesting deletion of data.
- **Right to restrict processing:** Limiting how data is used.
- **Right to data portability:** Moving data to another service.
- **Right to object:** Stopping data processing.
- **Automated decision-making & profiling:** Objecting to solely automated decisions without human involvement

10) Our company keeps its privacy policy under constant review and places any updates on this web page. Please check often to see if there are any updates. This Privacy policy was last updated on the 20th July 2026

11) Breach notification

If we suffer a breach we will notify the Information Commissioner's office within 72 hours of discovering this breach . We shall also inform you through email detailing all we know about what has happened and what you can do e.g changing your password.

12)Contact us

If you have any questions, please don't hesitate to contact us

Email:hannahsfitnesscommunity@gmail.com

Phone number: 07975652561

Address: 12 Gnat walk, caergeiliog, Holyhead LL65 3NT

13)complaints

To launch a complaint please email hannahsfitnesscommunity@gmail.com

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO) or your local supervisory authority if you're not satisfied with how we handle your personal data.