

## Privacy Policy – Slice FitBox

Marsh Enterprises Ltd. trading as Slice Fitness and FitBox is committed to protecting and respecting your privacy.

Marsh Enterprises understands that your personal data is entrusted to us and appreciates the importance of protecting and respecting your privacy. To this end we comply fully with the data protection law in force in the UK (“Data Protection Laws”).

This Privacy Policy sets out the basis on which we collect and process personal data about you including our practices regarding the collection, use, storage and disclosure of personal data that we collect from you and/or hold about you, and your rights in relation to that data.

Please read the following carefully to understand how we process your personal data. By providing your personal data to us or by using our services, website or online or digital platform(s) you are accepting or consenting to the practices as described or referred to in this Privacy Policy.

For the purpose of Data Protection Laws, the data controller is Marsh Enterprises Ltd, with registered address at: Sportsman Farm, St Michaels, Tenterden, Kent, TN30 6SY, a Limited Company registration No.12605601.

When we refer to ‘we’, ‘us’ and ‘our’, we mean Marsh Enterprises Ltd.

What personal data may we collect from you?

When we refer to personal data in this policy, we mean information that can or has the potential to identify you as an individual.

Accordingly, we may hold and use personal data about you as a customer for example, when you access our website, use our services, complete a form, or speak to us. Depending on what services you use from us this may include sensitive personal data relating to your health and fitness.

Personal data we collect from you may include the following:

- information that you give us when you enquire or become a customer or apply for a job with us including name, address, contact details (including email address and phone number)
- the name and contact details (including phone number) of your next of kin
- details of referrals, quotes and other contact and correspondence we may have had with you
- information obtained from customer surveys, promotions and competitions that you have entered or taken part in
- notes about your health and any training programmes you have received from us
- customer feedback you provide
- information about complaints and incidents
- information you give us when you make a payment to us, such as financial or credit or debit card information
- other information received from other sources, including from your use of websites and other digital platforms we operate.

Where you have named someone as your next of kin, friend or colleague and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.

Where you use any of our websites or online platforms, we may automatically collect personal data about you including:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform,
  - information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page.
- The data that we request from you may include sensitive personal data. This includes information that relates to the mental or physical health or racial or ethnic origin (which may include children's data). By providing us with sensitive personal data, you give us your explicit consent to process this sensitive personal data for the purposes set out in this Privacy Policy.

When do we collect personal data about you?

We may collect personal data about you if you:

- enquire about any of our services
- visit our website
- register to be a customer or book to receive any of our services
- fill in a form or survey for us
- carry out a transaction via our website or our digital platform(s)
- participate in a competition or promotion or other marketing activity
- make online payments
- contact us, for example by email, telephone or social media
- participate in interactive features on our website or digital platform(s).

What personal data we may receive from third parties and other sources?

We may collect personal data about you from third parties such as:

- If you are an employee of one of our corporate clients who has taken up our services, or if a friend or family member of yours recommends you to us, we may be passed your name, contact number and email address, in order to get in touch with you to arrange an appointment or collect further information from you;
- We have a number of independent third parties acting on our behalf who may collect personal data from you to allow us to carry out the services we offer e.g. an independent personal trainer, fitness or class instructor.

How do we use your personal data?

Your personal data will be kept confidential and secure and will, unless you agree otherwise, only be used for the purpose(s) for which it was collected and in accordance with this Privacy Policy, and applicable Data Protection Laws and guidelines.

Sensitive personal data related to your health and fitness will only be disclosed to those involved with your care, unless you object. Further details on how we use health related personal data are given below. We will only use your sensitive personal data for the purposes for which you have given us your explicit consent to use it. Please note that, although we have set out the purposes for which we may use your personal data below, we will not use your sensitive personal data for those purposes unless you have given us your explicit consent to do so.

We may use your personal data to:

- enable us to carry out our obligations to you arising from any contract entered into between you and us including relating to the provision by us of services to you and related matters such as, billing, accounting and audit, credit or other payment card verification and anti-fraud screening
- provide you with information, products or services that you request from us
- provide you with information about products or services we offer that we feel may interest you. If you have consented to receive marketing communications by electronic means from us, by ticking

the relevant box on the form on which we collect your data, we will only contact you by electronic means (e-mail or SMS) with information about products and services

- allow you to participate in interactive features of our services, when you choose to do so
- notify you about changes to our products or services
- respond to requests where we have a legal or regulatory obligation to do so
- assess the quality and/or type of service you have received (including giving you the opportunity to complete customer satisfaction surveys) and any concerns or complaints you may raise, so that these can be properly investigated
- to conduct and analyse market research
- to ensure that content from any of our websites is presented in the most effective manner for you and for your computer.

The security of your personal data

We protect all personal data we hold about you by ensuring that we have appropriate organisational and technical security measures in place to prevent unauthorised access or unlawful processing of personal data and to prevent personal data being lost, destroyed or damaged. We conduct assessments to ensure the ongoing security of our information systems.

Any personal data you provide will be held for as long as is necessary having regard to the purpose for which it was collected and in accordance with all applicable UK laws.

Personal data that we collect from you may be through Team Up here is the link to their Privacy Policy, <https://www.teamup.com/privacy-policy/>

The transmission of information via the internet cannot be guaranteed as completely secure. However, we ensure that any information transferred is via an encrypted connection. Once we have received your information, we will use strict procedures and security features for prevention of unauthorised access.

At your request, we may occasionally transfer personal information to you via email, or you may choose to transfer information to us via email. Email is not a secure method of information transmission; if you choose to send or receive such information via email, you do so at your own risk.

Disclosure of your personal data

In the usual course of our business we may disclose your personal data (to the extent necessary) to certain third party organisations that we use to support the delivery of our services. This may include the following:

- business partners, suppliers and sub-contractors for the performance of any contract we enter into with you,
- organisations providing IT systems support and hosting in relation to the IT systems on which your information is stored,
- third party debt collectors for the purposes of debt collection,
- delivery companies for the purposes of transportation,
- third party service providers for the purposes of storage of information and confidential destruction, third party marketing companies for the purpose of sending marketing emails, subject to obtaining appropriate consent.

Where a third party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under Data Protection Laws.

We may also disclose your personal data to third parties in the event that we sell or buy any business or assets or where we are required by law to do so.

We are not directly saving any personal information via our website.

#### Marketing

If you have consented to our processing your personal data for marketing purposes, in accordance with this Privacy Policy, we may send you information (via mail, email, phone or SMS) about our products and services which we consider may be of interest to you.

You have the right to ask us not to process your information in this way at any time. If you no longer wish to receive web based or non-web based marketing information you can unsubscribe by emailing [info@fitboxpt.com](mailto:info@fitboxpt.com) or by logging into our systems and updating your personal settings, click [here](#) to access your profile settings on our system. We would ask you to give us a reasonable amount of notice, to give us time to update our systems. While the precise timings vary by department we generally ask that you give us at least 30 days' notice.

#### CCTV

Slice FitBox at Unit 14 The Invicta Centre is licenced to be surveyed by CCTV for the purposes of security. Images and videos may be retained for a limited period.

#### Accessing and updating your information

The law gives you certain rights in respect of the personal data that we hold about you. In addition to your right to stop marketing, detailed above, below is a short overview of the most commonly-used rights. It is not an exhaustive statement of the law.

- With some exceptions designed to protect the rights of others, you have the right to a copy of the personal data that we hold about you
- You have the right to have the personal data we hold about you corrected if it is factually inaccurate. If any of your personal data has changed, especially contact information such as: email address, postal address and phone number please get in touch on [info@sfitboxpt.com](mailto:info@sfitboxpt.com) so we can ensure your personal data is kept up to date
- If you want to exercise your rights in respect of your personal data, the best way to do so is to contact us by email on [info@sfitboxpt.com](mailto:info@sfitboxpt.com), or to write to us at the address below. In order to protect your privacy, we may ask you to prove your identity before we take any steps in response to such a request.

SliceFitBox Personal Training Studio, Unit 14, Invicta Centre, Orbital Park, Ashford, TN24 0HB.

If you are not satisfied with how we handle your request, you can contact the Information Commissioner's Office on 0303 123 1113 or visit their website (<http://www.ico.org.uk>).

#### Changes to our Privacy Policy

We keep our Privacy Policy under regular review and as a result it may be amended from time to time without notice. As a result we encourage you to review this Privacy Policy regularly.

#### Contact

If you have any questions in relation to our privacy policy, please email us at [membership@fitboxpt.com](mailto:membership@fitboxpt.com) or write to the Manager at:

Slice FitBox

Unit 14 Invicta Business Centre Orbital Park

Willesborough

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