



Privacy Notice

Your personal data:

Personal data relates to an individual who can be identified from that data. The processing of personal data is governed by the Data Protection Act 1998, shortly to be replaced by the Data Protection Bill 2018 (General Data Protection Regulation 2016/679 (the "GDPR")).

Who are we?

Mind Over Matter Fitness and Nutrition is the data controller for this information (contact details below), which means we decide how your personal data is processed and for what purposes.

This privacy notice tells you what to expect when Mind Over Matter Fitness and Nutrition collects personal information.

How to get in touch:

If you have any questions or comments, or if you want to update, delete or change any Personal Information we hold, or you have a concern about the way in which we have handled any privacy matter, please email, call or send us a message.

You may also contact us by postal mail or email at:

Mind Over Matter Fitness and Nutrition
118 The Avenue
Kennington
Oxford
OX1 5SA
United Kingdom
mindovermatterfitnessoxford@gmail.com
07773 675884
01865 735708

What personal information will we collect?

- 1. Information you voluntarily provide to us:** When you sign up for and use our Services (including our pre-exercise health questionnaire (PARQ), website, online booking system), send us an email, post on our social media sites, or communicate with us in any way, you are voluntarily giving us information that we collect. That information may include either your name, physical address, email address, IP address, phone number, as well as details including gender, occupation, location, purchase history, and other demographic information, including information regarding your health. By giving us this information, you consent to this information being collected, used, disclosed, and stored by us, as described in our terms of use and in this privacy notice. You will now be asked to give informed consent of collection, use and storage of this data by signing our data protection form.
- 2. Information we collect automatically:** When you use the Services or browse our Websites, we may collect information about your visit to our Websites, your usage of

the Services, and your web browsing. That information may include your IP address, your operating system, your browser ID, your browsing activity, and other information about how you interacted with our Websites or other websites. We may collect this information as a part of log files as well as through the use of cookies or other tracking technologies.

We may require you to provide certain information to us in order to enter into and perform our contract(s) with you or to comply with our legal obligations. Except in these circumstances, your decision to provide personal information to us is generally voluntary and, where it is voluntary, you may choose to withhold and not provide personal information to us. If you choose not to provide certain information to us we may not be able to accomplish some of the purposes outlined in this policy.

How do we process your data?

Mind Over Matter Fitness and Nutrition complies with its obligations under the Data Protection Act/GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We ensure that we have set out the legal basis on which we process your information.

How do we process your personal information?

Purpose of processing your information	Legal basis for processing
To administer booking requests and purchases, including confirming your booking or purchase and otherwise communicating with you about your booking or purchase.	With your consent or for the performance of a contract, or for taking steps at your request in order to enter into a contract.
To provide you with other products and services you request	With your consent or for the performance of a contract.
To manage our relationship and to administer your membership to any membership scheme we provide	With your consent or for the performance of a contract.
To address any claims made against us; for example, we may share details of our accident logs with our insurers in connection with any claim made or likely to be made against us	Carried out in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)
To comply with any legal or regulatory obligation (including in connection with a court order)	This processing is necessary for compliance with law

To provide you with information that you have requested from us

With your consent, or as is necessary for compliance with the law.

To send you marketing communications

With your consent.

To protect our rights, property or safety or those of our customers, employees or other third parties

Depending on the circumstances, the processing is carried out for our legitimate business purposes, compliance with law, to protect the vital interests of a living person (ie matters of life or death), or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)

How do we process your sensitive and criminal offence or conviction data?

Purpose of processing your information

Legal basis for processing

To ensure that we are able to provide the safest services possible.

With your explicit consent

To fulfill our Safeguarding requirements.

With your explicit consent, for employment purposes, or to comply with safeguarding requirements, social security and social protection law

In real terms, what data do we collect and what do we do with it?

Data Collected	Where stored	Why we need it
Health information, from PARQ and from informal talks with yourself	On your PARQ	To ensure that safe programs can be designed. In case of emergency.
Contact details including: telephone number, email and home address	On your PARQ On my phone (numbers) On my laptop (email addresses)	We can contact you with up to date information. Enable you to subscribe to newsletters and marketing
Anthropometric data	On paper with your PARQ On my laptop, sent via email	To measure progress and see results

Next of kin/person to contact in an emergency	On your PARQ	In case there was an emergency we could contact someone for you.
Email address	On your PARQ, on my laptop/email system	<p>Contacting you via newsletter to update you on changes to classes, suggest recipes, share business news.</p> <p>We may occasionally contact you through email or notices posted on our websites or apps. We will send you messages about our products, security, or other service-related issues and promotional messages. You may change your communication preferences at any time. Please be aware that you cannot opt-out of receiving service messages from us, including security and legal notices, while you are regularly using our services us.</p>
Booking cards – sessions paid for, used and left	In my bag	To keep accounts up to date so it is known how many sessions you have used/ are left.

Who do we share your personal information with?

In connection with the uses described above, we may share your information to certain third parties, including:

- Organisations that provide services to us. For example, we may engage third party service providers for booking of classes and handle claims. In the case of booking of classes, you are encouraged to sign up to Timely yourself.
- To external agencies and organisations (including the police and other law enforcement agencies) for the purpose of preventing and detecting fraud (including fraudulent transactions) and criminal activity and for the assessment and collection of tax;
- Our insurers and insurance brokers and our and their advisers in the event that a claim is made or could be made against us.

In the event that we sell or buy any business or assets, we may disclose personal information held by us to the prospective seller or buyer of such business or assets. If we or substantially all of our assets are acquired by a third party (or subject to a reorganisation within our corporate group), personal information held by us will be one of the transferred assets.

We may pass your personal information to third parties if we are under a duty to disclose or share your personal information in order to comply with any legal or regulatory obligation (including in connection with a court order), or in order to enforce or apply the agreements we have with or otherwise concerning you (including agreements between you and us (or one or more of our affiliates)); or to protect our rights, property or safety or those of our customers, employees or other third parties.

You should be aware that, if we are requested by the police or any regulatory or government authority investigating suspected illegal activities to access and disclose individually identifiable information concerning your activities whilst using our website, we reserve the right to do so. We also reserve the right to disclose individually identifiable information to third parties where a complaint arises concerning your use of our website, and that use is deemed by us inconsistent with the terms governing use of our website.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statement on the other websites you visit.

Use of children's data

We do not knowingly collect or store any personal information about children under the age of 16 and we do not offer any of our products or services directly to children.

How long do we keep your personal information?

We will keep your personal information for as long as is necessary given the purposes for which we collected and use that information. We may also retain and use your information in order to comply with our legal obligations, resolve disputes, prevent abuse, and enforce our Agreements.

If we collected your personal information in order to perform a service or performance of a contract, we keep your personal information for 8 years from the date of the last service you requested or booked with us.

How do we keep your personal information safe?

We take reasonable and appropriate measures to protect Personal Information from loss, misuse and unauthorized access, disclosure, alteration and destruction, taking into account the risks involved in the processing and the nature of the Personal Information.

How can you access, correct, update or delete information we hold about you?

We will give an individual access to any Personal Information we hold about them within 30 days of any request for that information. You are entitled:

- to request access to your data,
- to correct or update your data,
- to delete your data,
- to restrict or object to how we use your data, and
- to move your data.

Individuals may make any of the above requests regarding the information we hold about them by contacting us. Unless it is prohibited by law, we will remove any Personal Information about an individual from our servers at your request. There is no charge for an individual to access or update their Personal Information.

You are able to unsubscribe or withdraw consent for how we use your information at any time. You must be made aware that any information relating to things such as health is taken to be able to design and provide safe training sessions. Withdrawal of such information would mean that Mind Over Matter Fitness and Nutrition could no longer offer their services to you and our contract would therefore be terminated.

How can you make a complaint?

To make all relevant requests and complaints, please in the first instance Mind Over Matter Fitness and Nutrition directly:

Mind Over Matter Fitness and Nutrition
118 The Avenue
Kennington
Oxford
OX1 5SA
United Kingdom
mindovermatterfitnessoxford@gmail.com
07773 675884
01865 735708

You are entitled to make a complaint to the Information Commissioner's Office:
on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at their
address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Updates

If we update this privacy notice, we will post the updated notice on this website. The updated notice will take effect as soon as it is posted on our website. This policy was last updated on 24th May 2018.