

## Club Synergy Privacy Statement

We understand that you have trusted and continue to trust us with personal information that is important to you. We want you to feel secure about how we collect and use your data to continue that trusted relationship.

Here we describe the privacy practices for our, websites, products, and services (the "Services"). You will learn about the data we collect, how we use it, the controls we give you over your information, and the measures we take to keep it safe.

Specifically, we'll cover:

- [Information We Collect](#)
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## Information we collect

When you use our Services, the following types of information is collected by Club Synergy

### Information You Provide Us Account Information

Some information is required to create an account with Club Synergy. As well as your name, email address, date of birth and gender, mobile number, company name, we also request health related details on our PAR-Q. This information is used to make a decision on whether the activity level offered by Club Synergy is appropriate for you or whether we need to seek medical opinion or decline membership on the grounds of current health information provided.

## Additional Information

To help improve your experience or enable certain features of the Services, you may choose to provide us with additional information through messages in our digital platforms or via email.

If you contact us or participate in a survey, contest, or promotion, we collect the information you submit such as your name, contact information, and message.

## Information from Third-Parties

Should you be advised to seek a doctor's consent before commencing a Club Synergy membership, we will retain a scanned, digital copy of your PAR-Q with completed consent section, returning the original paper copy to you.

## Booking and Payment Information

We use ZOHO and Stripe to manage the payment of your monthly subscription and the payment feature within 10to8 to book Pay As You Go sessions. All company privacy policies can be accessed through their websites.

## Information We Receive From Your Use of Our Services

### Information you upload

You may post content and engage in communications with other Club Synergy members through our digital platforms and social media.

### Location Information

We are able to derive your approximate location from text and photographic content that you upload through the website and directed links. We may also derive your approximate location from your IP address.

### Usage Information

When you access or use our Services, we receive certain usage data. We collect data about the devices and computers you use to access the Services, including IP addresses, browser type, language, operating system, the referring web page, pages visited, location (depending on the permissions you have granted us), and cookie information.

# HOW WE USE INFORMATION

We use the information we collect for the following purposes.

## Provide and Maintain the Services

Using the information we collect, we are able to deliver the Services to you and honour our contract with you. For example, we need to use your information to offer services which best meets your requirements; and to ensure the level of both business coaching and fitness activity are appropriate for your needs.

## Improve, Personalise and Develop the Services

We use the information we collect to improve and personalise the Services and to develop new ones. For example, we use the information to troubleshoot and protect against errors; perform data analysis and testing; conduct research and surveys; and develop new offerings and Services.

When you allow us to collect precise location information, we use that information to provide and improve features of the Services.

## Communicate with You

We use your information when needed to send you Service notifications and respond to you when you contact us. We also use your information to promote new offerings that we think you would be interested in. You can control marketing communications and most Service notifications via the "Unsubscribe" link in an email or STOP function in a SMS or by contacting us [connect@clubsynergy.co.uk](mailto:connect@clubsynergy.co.uk)

## Promote Safety and Security

We use the information we collect to promote the safety and security of the Services, our users, and other parties. For example, we may use the information to authenticate users, facilitate secure payments, protect against fraud and abuse, respond to a legal request or claim, conduct audits, and enforce our terms and policies.

We use cookies and similar technologies for the purposes described above.

For personal data subject to the GDPR, we rely on several legal bases to process the data. These include: a) when you have given your consent, which you may withdraw at any time and by contacting us and requesting that we update or delete profile information. And b) through other tools; when the processing is necessary to ensure we fulfil our contract with you and when our progressing legitimate community interests, such as in improving, personalising, and developing the Services, marketing new features or products that may be of interest, and promoting safety and security as described above.

# HOW INFORMATION IS SHARED

We do not share your personal information except in the limited circumstances described below.

## When You Agree or Direct Us To Share

You may direct us to disclose your information to others, such as when you use our digital platforms and social tools. For certain information, we provide you with privacy preferences in account settings and other tools to control how your information is visible to other users of the Services

You may also authorize us to share your information with others, for example, with those within your sessions to facilitate meetings, and allow communication between members. Remember that their use of your information will be governed by their privacy policies and terms. You can revoke your consent to share with third-party applications, groups, teams or individuals by contacting us at [connect@clubsynergy.co.uk](mailto:connect@clubsynergy.co.uk)

## For External Processing

We transfer information to our corporate affiliates, service providers, and other partners who process it for us, based on our instructions, and in compliance with this policy and any other appropriate confidentiality and security measures. These partners provide us with services globally, including for customer support, information technology, payments, sales, marketing, data analysis, research, and surveys.

## For Legal Reasons or To Prevent Harm

We may preserve or disclose information about you to comply with a law, regulation, legal process, or governmental request; to assert legal rights or defend against legal claims; or to prevent, detect, or investigate illegal activity, fraud, abuse, violations of our terms, or threats to the security of the Services or the physical safety of any person.

Please note: Our policy is to notify you of legal process seeking access to your information, such as search warrants, court orders, or subpoenas, unless we are prohibited by law from doing so. In cases where a court order specifies a non-disclosure period, we provide delayed notice after the expiration of the non-disclosure period. Exceptions to our notice policy include exigent or counterproductive circumstances, for

example, when there is an emergency involving a danger of death or serious physical injury to a person.

We may share non-personal information that is aggregated or de-identified so that it cannot reasonably be used to identify an individual. We may disclose such information publicly and to third parties, for example, in public reports about exercise and activity, to partners under agreement with us. If we are involved in a merger, acquisition, or sale of assets, we will continue to take measures to protect the confidentiality of personal information and give affected users notice before transferring any personal information to a new entity.

## YOUR RIGHTS TO ACCESS AND CONTROL YOUR PERSONAL DATA

We give you account settings and tools to access and control your personal data, as described below, regardless of where you live. If you live in the European Economic Area, United Kingdom, and Switzerland (the "Designated Countries"), you have a number of legal rights with respect to your information, which your account settings and tools allow you to exercise, as outlined below.

**Accessing and Exporting Data.** By logging into your Club Synergy app account, you can access much of your personal information, including your profile and set communications.

**Editing and Deleting Data.** Your account settings let you change and delete your personal information. For instance, you can edit or delete the profile data you provide and delete your account if you wish.

If you choose to delete your account, please note that while most of your information will be deleted within 30 days, it may take up to 90 days to delete all of your information. This is due to the size and complexity of the systems we use to store data. We may also preserve data for legal reasons or to prevent harm, including as described in the How Information is Shared section.

**Objecting to Data Use.** We give you account settings and tools to control our data use. For example, through your privacy settings, you can limit how your information is visible to other users of the Services; using your notification settings, you can limit the notifications you receive from us.

If you live in a Designated Country, in certain circumstances, you can object to our processing of your information based on our legitimate interests, including as described in the How We Use Information section. You have a general right to object to the use of

your information for direct marketing purposes. Please use the unsubscribe link in any email communication or contact us directly with your request to restrict or limit data use. In addition to the various controls that we offer, if you reside in a Designated Country, you can seek to restrict our processing of your data in certain circumstances. Please note that you can always delete your account at any time.

If you need further assistance regarding your rights, please contact our Data Protection Officer at [connect@clubsynergy.co.uk](mailto:connect@clubsynergy.co.uk), and we will consider your request in accordance with applicable laws. If you reside in a Designated Country, you also have a right to lodge a complaint with your local data protection authority or with the Information Commissioner's Office, our lead supervisory authority, whose contact information is available [here](#).

## DATA RETENTION

We keep your account information, like your name, and email address for as long as your account is in existence because we need it to operate your account. We keep other information, like your activity data, until you use your account settings or tools to delete the data or your account because we use this data to provide you with the core elements of the Services. We also keep information about you and your use of the Services for as long as necessary for our legitimate business interests, for legal reasons, and to prevent harm, including as described in the How We Use Information and How Information is Shared sections.

## ANALYTICS AND ADVERTISING SERVICES PROVIDED BY OTHERS

We work with partners who provide us with analytics and advertising services. This includes helping us understand how users interact with the Services, serving advertisements on our behalf across the internet, and measuring the performance of those advertisements. These companies may use cookies and similar technologies to collect information about your interactions with the Services and other websites and applications.

## INFORMATION SECURITY

We work hard to keep your data safe. We use a combination of technical, administrative, and physical controls to maintain the security of your data. This includes using Transport Layer Security ("TLS") to encrypt many of our Services. No method of transmitting or storing data is completely secure, however. If you have a security-related concern, please contact us at [connect@clubsynergy.co.uk](mailto:connect@clubsynergy.co.uk)

## CHANGES TO THIS POLICY

We will notify you before we make material changes to this policy and give you an opportunity to review the revised policy before deciding if you would like to continue to use the Services.

## WHO WE ARE AND HOW TO CONTACT US

If you have questions, suggestions, or concerns about this policy, or about our use of your information, please contact us at [connect@clubsynergy.co.uk](mailto:connect@clubsynergy.co.uk)

If you live in the European Economic Area, United Kingdom, or Switzerland, then Kinesis (Scotland) Ltd controls your personal data and provides you with the Services. If you are seeking to exercise any of your statutory rights, please contact our Data Protection Officer by emailing [connect@clubsynergy.co.uk](mailto:connect@clubsynergy.co.uk) or writing to us at Kinesis (Scotland) Ltd, 10 Newton Terrace, Glasgow, G7 3PJ