



Privacy Statement 2025

INTRODUCTION

Contact: Data Protection Lead

General Manager

Workout Harbourside, Floating Harbour, Welsh Back, Bristol, BS1 4SB

01179255566

ICO complaints at www.ico.org.uk

At Workout Harbourside, we are committed to protecting your privacy.

We collect and process personal data about you to provide the services you use, operate our business, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfil other legitimate interests.

Our Privacy Notice explains how we collect, use, share and protect your personal information. When we update this policy we will post any changes on our website.

IDENTITY OF DATA CONTROLLER

The Data Controller in respect of this Privacy Notice is "Workout Harbourside".

WHEN DO WE COLLECT INFORMATION?

We collect your personal information when you:

- Complete an Online Membership Agreement
- Book or attend an exercise class or lesson
- Ask us for more information about a product or service, or contact us with a question or complaint

- Take part in a competition, prize draw or survey
- Visit or browse our website
- Contact our reception team through telephone, email or online chat
- Scan your card into one of our gyms
- You have an accident in our gyms or there was an incident where you were a witness or personally affected
- When you book classes, courses and inductions
- CCTV – when you are using our gyms
- When our teams take photos of your attendance at the gym, part of an event or in a class (Your permission will be asked beforehand)

WHAT INFORMATION DO WE COLLECT?

The information we collect is required for the purpose of creating your Member Account and for you to enrol in our gyms. Such information allows you to be identified as a member of Workout Harbourside and includes:

- Name, date of birth, e-mail address, postcode, telephone number, health declaration, Credit or debit card information, information about your bank account number and sort code or other banking information. Note that we do not store your bank or credit card details on our web servers
- Your usage records and duration of visits
- Your preferences for particular products or services or interests when you tell us what they are – or when we assume what they are, depending on how you use our products and services
- Your membership information – such as dates of payment owed and received, the services you use and any other information related to your account

HOW & WHY DO WE USE THIS INFORMATION?

We will use your personal information to provide you with the services, products or information that you have requested, for administration purposes, to improve your website experience, and marketing. We may need to share your information with our service providers, associated organisations and agents for these purposes. We may use your information to:

- To bill you for using our services as part of your membership
- Keep you informed about our services including operational matters relating to your Membership and the gym
- Provide relevant services to you
- Confirm your attendance to exercise classes or lessons
- To allow you to monitor your gym usage in your members area
- Contact you with offers or promotions
- Respond to any questions or concerns you might have about our services
- Understand how you use our services, to help us develop relevant and updated services
- Carry out research and statistical analysis to monitor how customers use our services
- Prevent and detect fraud or other crimes

We'll store your information for as long as you are a Member of Workout Harbourside, or following cancellation and to meet legal requirements including financial audit, anti-fraud and money laundering regulations we will store your information for no more than 6 years from the last activity on the account. An 'activity' can be classified as access into a gym, a payment made on the membership account or a comment added to the membership following contact with Workout Harbourside. We may contact you about Workout Harbourside services during this 6 years if you haven't opted out of receiving marketing communications from us.

DO WE USE COOKIES?

Workout Harbourside uses cookies (small text files stored in your browser) and other techniques such as web beacons (small, clear picture files used to follow your online

activities). These collect information that tells us how you use our websites, web-related products and services. The use of cookies does not give us access to the rest of your computer. This, in turn, helps us make our website relevant to your interests and needs. We may use a persistent cookie (a cookie that stays linked to your browser) to record your details so we can recognise you if you visit our website again. You can choose to refuse cookies, or set your browser to let you know each time a website tries to set a cookie. You can find out how to turn them off by checking Google online. Please note however that if you disable our cookies you may not be able to access certain services or facilities on our sites and your use of our sites may be restricted. This could include joining or logging in to your members area.

KEEPING YOUR PERSONAL INFORMATION SECURE

We take appropriate measures to ensure that the information we collect and maintain is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

Communications over the internet (such as emails) aren't secure unless they've been encrypted. Your communications may go through a number of countries before being delivered – as this is the nature of the internet. We can't accept responsibility for any unauthorised access or loss of personal information that's beyond our control.

We store your information on a secure server and with a 3rd party body who are GDPR compliant.

WILL WE DISCLOSE THE INFORMATION WE COLLECT TO OUTSIDE PARTIES?

We may share information about you with:

- Service providers, agents and associated organisations to allow us to service your membership and communicate with you; for example, financial institutions to process payments, and freelance personal trainers when you sign up to classes
- Law enforcement agencies, regulatory organisations, courts or other public authorities where we have a legal obligation to do so
- We'll release information if it's reasonable for the purpose of protecting us against fraud, defending our rights or property, or to protect the interests of our customers

- If we're reorganised or sold to another organisation, we may transfer any personal information we hold about you to that organisation. We will inform you if we do.

THIRD PARTY TRACKING

We use tools such as Google Analytics for collecting personal data about our website visitors' online activities over time and across different websites for marketing purposes. This is so we can ensure our website gives you the best possible experience. For more information and how to opt out from this please visit Google online. We will only ever share data that is with trusted GDPR compliant partners.

Third party tools –

- GoCardless for payments
- Stripe for payments – <https://stripe.com/en-gb/privacy>
- Google Maps for venue locations – Control your privacy settings here: https://safety.google/intl/en_uk/privacy/privacy-controls/
- Google Fonts for fonts – Control your privacy settings here: https://safety.google/intl/en_uk/privacy/privacy-controls/
- Font Awesome for iconography
- Google Analytics for page analysis – Control your privacy settings here: https://safety.google/intl/en_uk/privacy/privacy-controls/
- Facebook Pixel for page analysis and marketing

CCTV

We process information from CCTV of entrances, reception and fitness areas as well as training halls. No camera infringes on sensitive areas.

This section sets out the appropriate actions and procedures which Workout Harbourside follows in respect of the use of CCTV (closed circuit television) in our Gyms. Please note that all our gyms are monitored by CCTV 24 hours a day.

Workout Harbourside reserves the right for its employees and contractors to review footage as required and by entering onto our sites you consent to your image being recorded and reviewed and waive any and all claims in relation to same. Recorded CCTV footage will be stored securely and retained in compliance with applicable laws.

Our CCTV is actively monitored in staffed hours between 6pm and 11pm by our internal team. Outside of these hours it is not monitored live but can be re-watched when necessary.

The processing of CCTV will be handled in accordance with the Data Protection Regulations, The CCTV Code of Practice, and the Human Rights Act 1998.

The purpose of the use of the CCTV Systems and the collection and processing of CCTV images is for the prevention or detection of crime or disorder, apprehension, and prosecution of offenders (including use of images as evidence in criminal proceedings), interest of public and employee Health and Safety, protection of public health and the protection of our property and assets and to ensure compliance with our policies and procedures.

Workout Harbourside processing of CCTV is necessary for the legitimate interest in monitoring the gyms as part of the implementation of security measures and to be able to exercise or defend a legal claim.

Prior to any camera installation Workout Harbourside will ensure that the installation complies with this policy and that the use of any camera is justified, necessary and proportionate. Workout Harbourside will regularly assess whether the use of any camera and the CCTV System as a whole continues to be justified, necessary and proportionate.

The recordings are reviewed by random checks, specific suspicions, or other irregularities.

All images are digitally recorded and stored securely within the system's hard drives. Images are stored for 30 days, unless longer storage is allowed under legislation.

All access to and disclosure of recorded CCTV images is restricted and carefully controlled. Access to and disclosure of CCTV is permitted only if it supports the purpose for which such images have been collected. Disclosure of CCTV from third parties, e.g. a police enquiry or investigation.

LAWFUL BASIS

Workout Harbourside relies on the following lawful bases for processing, storing and retaining your personal data:

- Lawful Obligation
- Contract and Consent
- Legitimate Interest
- Public Interest

In relation to your membership of Workout Harbourside:

- Your explicit and freely given consent for the specified purpose of membership and the use of Workout Harbourside's facilities
- The processing is necessary for the performance of your membership agreement with Workout Harbourside
- The processing is necessary for a legal obligation that Workout Harbourside is subject to
- The processing is necessary for the legitimate interest in communicating with members and conducting customer satisfaction

In relation to your personal data relating to your health:

- Your explicit and freely given consent for the specified purpose of membership and the use of Workout Harbourside's facilities
- Processing is necessary for reasons of public interest in the area of public health
- Processing is necessary to protect your vital interests

In relation to website visitors and marketing information:

- The processing is necessary for the legitimate interest for Workout Harbourside to be able to provide, optimise and target the website
- The processing relies on a soft opt-in approach for marketing information
- The processing is necessary for the legitimate interest to process a limited amount of data for statistical purposes

In relation to users of the Workout Harbourside App:

- The processing is necessary for the performance of an agreement, e.g. class booking etc.
- The processing is necessary for the legitimate interest in being able to provide functionality and optimise the App as well as to communicate with you via the App
- The processing is necessary for the legitimate interest in providing, implementing and evaluating class registrations

In relation to your retained data and debt following termination or cancellation of your membership:

- The processing is necessary for a legal obligation that Workout Harbourside is subject to
- The processing is necessary for the legitimate interest in safeguarding the interests of employees and other members, and commercial interest in being able to decide when an excluded member can regain membership

YOUR PRIVACY RIGHTS

You have the following rights in relation to your data privacy: the right of access; the right of rectification; the right of erasure (the “right to be forgotten”); the right to restriction of processing; the right to be notified; the right to data portability; the right of objection; and the right to not be subject to automated profiling.

- **Access** – You have the right to ask for a copy of the information we hold about you and to have any inaccuracies in your information corrected. Please contact us through email to harbourside@workoutbristol.co.uk, the contact us section of the website or writing to the address below. There is not normally a fee for this service.
- **Rectification** – If you believe we’re holding inaccurate information about you, or your personal details change, please update your details with us by contacting harbourside@workoutbristol.co.uk
- **Erasure** – You have the right to the erasure of the data we hold on you, when it is no longer needed for the purposes of your Membership, or when you withdraw your consent for our processing (and we have no other lawful basis

to hold your data).

- **Restriction** – You have the right to ask us to place restrictions on processing your data in certain circumstances.
- **Notification** – You have the right to be notified of any rectification, erasure or restrictions in relation to your personal data.
- **Portability** – You have a right to receive the data we hold on you electronically in a format that allows it to be easily transferred to another data controller.
- **Object** – You have the right to object to data processing of your personal data for direct marketing or profiling purposes.
- **Profiling** – You have the right not to be subject to any decision based on automatic processing of your personal data.

The address to be used to obtain a copy of your personal information is:

Workout Harbourside, Floating Harbour, Welsh Back, Bristol, BS1 4SB
harbourside@workoutbristol.co.uk

8. Children's Privacy

Our Website is not intended for individuals under the age of 16. We do not knowingly collect personal information from children under 16. If we become aware that we have collected information from a child under 16, we will take steps to delete it.

CHANGES TO THIS PRIVACY NOTICE

We will update this privacy notice to reflect the way in which we process and protect your data. If we do so, we will post notice of the change on our website and you will have the opportunity to adjust your communications preferences via your Member Profile within the Members Area of the website.