



PRIVACY POLICY

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1 Introduction

Optimum Health and Performance Limited, trading as The Training Plan (referred to as “We, “Our” or “Us”), is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of our customers and users of our products that communicate (online or offline) with us, at events, over the phone, through our websites and social media platforms.

We have therefore developed this privacy policy to inform you of the data we collect, what we do with your information, what we do to keep it secure as well as the rights and choices you have over your personal information.

Throughout this document we refer to Data Protection Legislation, which means the Data Protection Act 2018 (DPA 2018), United Kingdom General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications (EC Directive) Regulations 2003 and any legislation implemented in connection with the aforementioned legislation. Where personal data is processed by a controller or processor established in the European Union, European Economic Area (EEA) or the data of people in the European Union, it also includes the EU General Data Protection Regulation (EU GDPR). This includes any replacement legislation coming into effect from time to time.

The Training Plan is the controller for the personal information we process, unless otherwise stated.

We are registered with the Information Commissioner’s Office (the ICO) with registration number **ZA100147**

You can contact us by email.

Our Data Protection Officer

Frankie Newall

Email : info@thetrainingplan.co

EU Representative

Email : advice@dpocentre.com

The DPO Centre Europe

Alexandra House

3 Ballsbridge Park

Dublin

D04C 7H2

Phone: +353 1 631 9460

Website: www.dpocentre.com

2 The information we collect and when

We only collect personal information that we know we will genuinely use and in accordance with the Data Protection Legislation. The type of personal information that we will collect about you, and the personal data you voluntarily provide to us on this website may include some or all of the following:

- Your name
- Address
- Telephone number(s)
- Email address
- IP address

We may, in further dealings with you, extend this personal information to include your, purchases, subscriptions, gender, training plan, competitions, diet, injury details, goals, weight, height, date of birth, records of conversations and agreements and payment transactions etc.

- If you are not a member, you are under no statutory or contractual requirement or obligation to provide us with your personal information; however we require at least the information above in order for us to deal with you as a prospective member in an efficient and effective manner.
- Where you are not a member, and a website visitor or a prospective member, the legal basis for processing your data is based on your specific consent that we will have requested at the point the information was initially provided, therefore we will not store, process or transfer your data unless we have an appropriate lawful reason to do so.
- Where you are a member, the legal basis for processing your data is based on your performance of a contract that we will have stated at the point the information was initially provided, therefore we will not store, process, or transfer your data unless we have an appropriate lawful reason to do so.
- We may in some circumstances, collect your personal data based on our legitimate interest, where our interest will not override your individual rights and freedoms.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- **(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@thetrainingplan.co**
 - **(b) We have a contractual obligation.**
 - **(c) We have a legal obligation.**
 - **(f) We have a legitimate interest.**
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3 How we use your information

- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about;
- Make available our products and services to you;
- Process your orders;
- Take payment from you or give you a refund;
- For statistical analysis and to get feedback from you about our service, websites, and activities.
- To power our security measures and services so you can safely access our website and mobile apps;
- Help us understand more about you as a customer, the products and services you consume, so we can serve you better;
- Help answer your questions and solve any issues you have.

4 Who we might share your information with

We may share your personal data with other organisations in the following circumstances:

- If the law or a public authority lawfully requests the personal data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk); or
- From time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the Website. However, all the information we share will be collected and anonymised, so neither you nor any of your devices can be identified from it.
- We will not share your information with any third parties for the purposes of direct marketing.
- We use data processors who are third parties who provide elements of services for us. We have Data Processor Agreements in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us or further sub-processors who must comply with our Data Processing Agreement. They will hold your personal data securely and retain it for the period we instruct.

5 How we keep you updated on our products and services

We may send you blogs or updates about our services in a number of ways including by email, but only if you have previously consented to receive these marketing communications. When you

register with us, we will ask if you would like to receive marketing communications, and you can change your marketing choices online or via email at any time.

If you wish to amend your marketing preferences, you can do so by contacting us at info@thetrainingplan.co or via our instant messaging tool on our website with the subject unsubscribe or a simple message requesting to unsubscribe. Additionally, our emails include an option to unsubscribe from further messages.

6 Your rights over your information

6.1.1 The right to be informed about our collection and use of personal data

You have the right to be informed about the collection and use of your personal data. We ensure we do this with our internal data protection policies and through our external website policy. These are regularly reviewed and updated to ensure these are accurate and reflect our data processing activities.

6.1.2 Right to Access Your Personal Information

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and aim to do so within 1 month from when your identity has been confirmed.

We would ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If you would like to exercise this right, please contact us as set out below.

6.1.3 Right to Correction Your Personal Information

If any of the personal information we hold about you is inaccurate, incomplete or out of date, you may ask us to correct it.

If you would like to exercise this right, please contact us as set out below.

6.1.4 Right to restrict processing

You have the right to ask us to restrict the processing of your personal data. For example, this may be because you have issues with the accuracy of the data we hold or the way we have processed your data. The right is not absolute and only applies in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

6.1.5 Right to Erasure

You have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

6.1.6 Right to Portability

The right to portability gives you the right to receive personal data you have provided to a controller in a structured, commonly used and machine-readable format. It also gives them you the right to request that a controller transmits this data directly to another controller.

If you would like to exercise this right, please contact us as set out below.

6.1.7 Right to object

You have the right to object to our processing of some or all of the personal data that we hold about you. This is an absolute right when we use your data for direct marketing but may not apply in other circumstances where we have a compelling reason to do so, e.g., a legal obligation.

6.1.8 For more information about your privacy rights

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public>.

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.

7 How long we keep your information for

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the Data Protection Legislation and never retain your information for longer than is necessary. Unless otherwise required by law, your data will be stored for a period of five years after your membership access ends or our last contact with you (whichever is later), at which point your data will be anonymised, deleted or archived. (Archived data is inaccessible by us unless you re-join or contact us.)

8 Giving your reviews and sharing your thoughts

When using our websites you may be able to share information through social networks like Facebook and Twitter. For example, when you 'like', 'share' or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts, so you are comfortable with how your information is used and shared on them.

9 Security

Data security is of great importance to The Training Plan and to protect your data we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure your collected data.

We take security measures to protect your information including:

- Limiting access to our buildings to those that we have determined are entitled to be there (by use of passes, key card access and other related technologies).
- Implementing access controls to our information technology
- We use appropriate procedures and technical security measures (including strict encryption, anonymisation and archiving techniques) to safeguard your information across all our computer systems, networks, websites, and offices.
- Never asking you for your passwords.
- Advising you never to enter your account number or password into an email or after following a link from an email.

10 What happens if our business changes hands?

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the purposes for which it was originally collected by us.

11 Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). We recommend that you check this policy regularly to keep up to date.

12 How to contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: info@thetrainingplan.co

Via our website: <https://thetrainingplan.co/>

EU Representative

Email : advice@dpocentre.com

The DPO Centre Europe

Alexandra House

3 Ballsbridge Park

Dublin

D04C 7H2

Phone: +353 1 631 9460

Website: www.dpocentre.com

Thank you for taking the time to read our Privacy Policy.

The Training Plan

This Policy was last updated on 15 February 2022
