

Louise Elizabeth

PERSONAL TRAINING

Privacy Policy

This privacy policy statement states how I collect and treat any information you give me.

I respect the EU's General Data Protection Regulations (GDPR) and ensure that the data I hold is accurate, adequate, relevant and not excessive.

It's important for you to read through this privacy policy as use of this website signifies your agreement to the terms of use.

Valuing your privacy

I will never use your personal information for any reason other than why you gave it, and will never give anyone access to it unless you have given me your permission such as in the case of a referral to another health professional, or I am obliged to do so by law.

How I collect your information

I collect information including your name and email address, via a contact form on my website so that I can reply to your enquiry.

I also collect the information which you provide in your screening questionnaire and participation questionnaire, via email or post (however you choose to return).

Occasionally, I might receive your contact information from one of my existing client. If I do, I will protect it in exactly the same way as if you give it to me directly.

What information I hold

When you contact me by email or through my website, I collect your name, email address, and any information you've chosen to provide me in the comment box and questionnaires. If you choose to work with me, I also keep records of the number of sessions we have, fitness programmes created for you, invoices and the payments you make.

Where I store your information

When you contact and share your information with me by email, I store your information on my computer (access restricted to myself only) in my email accounts. I use Google mail and ionos.co.uk).

I use FormToEmail as my form processing provider. By submitting data on my form and agreeing to the consent field you agree that the data you submit will be transferred to them and your data will be stored on their servers located in the United States. For more information on how they manage your data please review the FormToEmail Privacy Policy.

Disclosure of personal data

I may have to share your data with the parties set out below:

- Service providers who provide IT and system administration services.*
- Professional advisers including lawyers, bankers, auditors and insurers.*
- Government bodies that require me to report processing activities.*
- Third parties to whom I partner with do to business, such as a back-end developer.*

I will always ask for your permission before I share your details with third parties, unless forced by law.

Cookies

Cookies may be used on this site to track your use of this website. This enables me to understand how you use the site and track any patterns with regards how you are using this website. This helps me to develop and improve the website. You can block cookies at any time by activating the setting on your browser that allows you to refuse the setting of all or some cookies. If you need help regarding this, Google provides tutorials.

Your rights

In compliance with GDPR you have the right to be forgotten. If at anytime you would like your data removed from my system please contact me. By default I retain your screening information and health questionnaires for a period of 24 months from the date of our last session, contact forms via the website will only be kept for 6months.

You have the right to a copy of all the information I hold about you. To get a copy, write to info@louiseelizabeth.co.uk I will always reply within thirty days.

Changes to this privacy policy

If I change the contents of this policy, those changes will become effective the moment I publish them on this website.

29/1/2020