

1. PRIVACY POLICY

Effective date: 21/10/2024

Last updated: 06/07/2026

1. Who we are

Microgyms UK Ltd (“we”, “us”, “our”) operates www.microgymsuk.com.

We are the **data controller** under UK GDPR.

Contact:

Email: contact@microgymsuk.com

Head Office Address: 113 Liverpool Road Studios, Liverpool Road, L23 5TD, United Kingdom

2. Information we collect

We may collect:

Information you provide

- Name
- Email address
- Phone number
- Address
- Membership/account details
- Any forms or communications

Payment data

Payments are handled by **Stripe**. We do not store full card details.

Stripe may process:

- Card and billing details
- Transaction data
- Device/fraud prevention data

Stripe privacy policy: <https://stripe.com/privacy>

Automatically collected data

- IP address
 - Device/browser info
 - Website usage data
 - Cookies
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3. How we use your data

We use your data to:

- Provide gym access and services
 - Manage memberships and billing
 - Process payments
 - Communicate updates
 - Prevent fraud and misuse
 - Improve our services
 - Send marketing (only where permitted or consented)
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4. Lawful basis

We process data under:

- Contract (membership/services)
 - Legal obligation (tax/accounting)
 - Legitimate interests (security, operations)
 - Consent (marketing)
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5. Data sharing

We share data only where necessary with:

- Stripe (payments)
 - Website/IT service providers
 - Professional advisers
 - Law enforcement or regulators (where required)
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6. Data retention

- Active membership data: duration of membership

- Financial records: up to 6 years
 - Marketing data: until opt-out
 - CCTV footage: typically 30 days
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7. Cookies

We use cookies for:

- Website functionality
- Analytics
- Optional marketing tools

Non-essential cookies require consent.

8. CCTV

We operate CCTV in:

- Gym floor
- Entrance/access points

No CCTV is used in toilets or private areas.

Footage is:

- Used for security and safety
- Accessed only by authorised directors/staff
- Stored for up to 30 days unless required longer for investigation

Legal basis: legitimate interests

9. Your rights

You have rights to:

- Access
- Rectification
- Erasure
- Restrict processing
- Object
- Data portability
- Withdraw consent

Contact: contact@microgymsuk.com

10. Complaints

You can complain to the **Information Commissioner's Office (ICO)**:

<https://ico.org.uk>

11. Changes

We may update this policy at any time. Updates will be posted here.