



Privacy Policy

Slice of Life (Kent) Ltd. is committed to protecting and respecting your privacy.

Slice of Life understands that your personal data is entrusted to us and appreciates the importance of protecting and respecting your privacy. To this end we comply fully with the data protection law in force in the UK (“Data Protection Laws”).

This Privacy Policy sets out the basis on which we collect and process personal data about you including our practices regarding the collection, use, storage and disclosure of personal data that we collect from you and/or hold about you, and your rights in relation to that data.

Please read the following carefully to understand how we process your personal data. By providing your personal data to us or by using our services, website or online or digital platform(s) you are accepting or consenting to the practices as described or referred to in this Privacy Policy.

For the purpose of Data Protection Laws, the data controller is Slice of Life (Kent) Ltd, with registered address at: Melon Farm, Melon Lane, Ivychurch, Kent, TN29 0AT, a Limited Company registration No.10459958.

When we refer to ‘we’, ‘us’ and ‘our’, we mean Slice of Life Ltd.

What personal data may we collect from you?

When we refer to personal data in this policy, we mean information that can or has the potential to identify you as an individual.

Accordingly, we may hold and use personal data about you as a customer for example, when you access our website, use our services, complete a form, or speak to us. Depending on what services you use from us this may include sensitive personal data relating to your health and fitness.

Personal data we collect from you may include the following:

- information that you give us when you enquire or become a customer or apply for a job with us including name, address, contact details (including email address and phone number)
- the name and contact details (including phone number) of your next of kin
- details of referrals, quotes and other contact and correspondence we may have had with you
- information obtained from customer surveys, promotions and competitions that you have entered or taken part in
- notes about your health and any training programmes you have received from us
- customer feedback you provide
- information about complaints and incidents

- information you give us when you make a payment to us, such as financial or credit or debit card information
- other information received from other sources, including from your use of websites and other digital platforms we operate.

Where you have named someone as your next of kin, friend or colleague and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.

Where you use any of our websites or online platforms, we may automatically collect personal data about you including:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform,
- information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page.

The data that we request from you may include sensitive personal data. This includes information that relates to the mental or physical health or racial or ethnic origin (which may include children's data). By providing us with sensitive personal data, you give us your explicit consent to process this sensitive personal data for the purposes set out in this Privacy Policy.

When do we collect personal data about you?

We may collect personal data about you if you:

- enquire about any of our services
- visit our website
- register to be a customer or book to receive any of our services
- fill in a form or survey for us
- carry out a transaction via our website or our digital platform(s)
- participate in a competition or promotion or other marketing activity
- make online payments
- contact us, for example by email, telephone or social media
- participate in interactive features on our website or digital platform(s).

What personal data we may receive from third parties and other sources?

We may collect personal data about you from third parties such as:

- If you are an employee of one of our corporate clients who has taken up our services, or if a friend or family member of yours recommends you to us, we may be passed your name, contact number and email address, in order to get in touch with you to arrange an appointment or collect further information from you;
- We have a number of independent third parties acting on our behalf who may collect personal data from you to allow us to carry out the services we offer e.g. an independent personal trainer, fitness or class instructor.

How do we use your personal data?

Your personal data will be kept confidential and secure and will, unless you agree otherwise, only be used for the purpose(s) for which it was collected and in accordance with this Privacy Policy, and applicable Data Protection Laws and guidelines.

Sensitive personal data related to your health and fitness will only be disclosed to those involved with your care, unless you object. Further details on how we use health related personal data are given below. We will only use your sensitive personal data for the purposes for which you have given us your explicit consent to use it. Please note that, although we have set out the purposes for which we may use your personal data below, we will not use your sensitive personal data for those purposes unless you have given us your explicit consent to do so.

We may use your personal data to:

- enable us to carry out our obligations to you arising from any contract entered into between you and us including relating to the provision by us of services to you and related matters such as, billing, accounting and audit, credit or other payment card verification and anti-fraud screening
- provide you with information, products or services that you request from us
- provide you with information about products or services we offer that we feel may interest you. If you have consented to receive marketing communications by electronic means from us, by ticking the relevant box on the form on which we collect your data, we will only contact you by electronic means (e-mail or SMS) with information about products and services
- allow you to participate in interactive features of our services, when you choose to do so
- notify you about changes to our products or services
- respond to requests where we have a legal or regulatory obligation to do so
- assess the quality and/or type of service you have received (including giving you the opportunity to complete customer satisfaction surveys) and any concerns or complaints you may raise, so that these can be properly investigated
- to conduct and analyse market research
- to ensure that content from any of our websites is presented in the most effective manner for you and for your computer.

The security of your personal data

We protect all personal data we hold about you by ensuring that we have appropriate organisational and technical security measures in place to prevent unauthorised access or unlawful processing of personal data and to prevent personal data being lost, destroyed or damaged. We conduct assessments to ensure the ongoing security of our information systems.

Any personal data you provide will be held for as long as is necessary having regard to the purpose for which it was collected and in accordance with all applicable UK laws.

Personal data that we collect from you may be transferred to, and stored with MINDBODY Inc. MINDBODY stores all data in servers and backup servers located in the United States. MINDBODY has Privacy Shield certification which complies with GDPR regulations related to transferring data outside of the EU. [Click here](#) for a detailed explanation of how the Privacy Shield requirements align with the new GDPR guidelines. It may also be processed by staff operating outside the EEA who work for one of our suppliers. Where we transfer your personal data outside the EEA, we will ensure that there are adequate protections in place for your rights, in accordance with Data Protection Laws. By submitting your personal data, and in providing any personal data to us, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Policy.

All information you provide to us is stored securely. Any payment transactions on our website will be processed securely by third party payment processors, Paysafe Group Ltd. [Click here](#) for details of Paysafe's Privacy Policy. Where you have chosen a password that enables you to access certain online platforms, you are responsible for keeping that password confidential. We ask you not to share a password with anyone.

The transmission of information via the internet cannot be guaranteed as completely secure. However, we ensure that any information transferred is via an encrypted connection. Once we have received your information, we will use strict procedures and security features for prevention of unauthorised access.

At your request, we may occasionally transfer personal information to you via email, or you may choose to transfer information to us via email. Email is not a secure method of information transmission; if you choose to send or receive such information via email, you do so at your own risk.

Disclosure of your personal data

In the usual course of our business we may disclose your personal data (to the extent necessary) to certain third party organisations that we use to support the delivery of our services. This may include the following:

- business partners, suppliers and sub-contractors for the performance of any contract we enter into with you,
- organisations providing IT systems support and hosting in relation to the IT systems on which your information is stored,
- third party debt collectors for the purposes of debt collection,
- delivery companies for the purposes of transportation,
- third party service providers for the purposes of storage of information and confidential destruction, third party marketing companies for the purpose of sending marketing emails, subject to obtaining appropriate consent.

Where a third party data processor is used, we ensure that they operate under contractual restrictions with regard to confidentiality and security, in addition to their obligations under Data Protection Laws.

We may also disclose your personal data to third parties in the event that we sell or buy any business or assets or where we are required by law to do so.

What do we do with any non-personal information collected when accessing the website?

Certain information which you submit may also be collected to enable us to better understand our customers, to improve our website, to inform general marketing and to help provide a better experience of our services. We may use cookies to do this.

We may also use other companies to set cookies on our websites and gather cookie information for us – please refer to the information detailed below. From time to time we may also analyse Internet Protocol (IP) addresses or other anonymous data sources.

Cookies

Our website and online platforms use cookies to distinguish you from other users. This helps us to provide you with a good experience when you browse our websites and also allows us to improve our websites.

By law, website operators are required to ask for a website user's permission when placing certain kinds of cookie on their devices for the first time.

Where consent is required, the law states that it should be "informed consent", which means we must ensure that you understand what cookies are and why we want to use them.

We are committed to providing the best digital service to you whilst at the same time fully protecting your privacy. For further information on our cookies policy and how we use cookies through use of all our online services, please see below.

What are Cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving your user experience.

They can also help to ensure that adverts you see online are more relevant to you and your interests.

CATEGORY 1 COOKIES

These cookies are essential in order to enable you to move around our websites and use its features, such as accessing secure areas of the websites. Without these cookies, services you have asked for cannot be provided.

Your consent is not required for the delivery of those cookies which are strictly necessary to provide services requested by you.

We use these types of cookies.

CATEGORY 2 COOKIES

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All the information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Web analytics that use cookies to gather data to enhance the performance of a website fall into this category. For example, they may be used for testing designs and ensuring a consistent look and feel is maintained for the user. This category does not include cookies used for behavioral/ targeted advertising networks.

We use these types of cookies. By using our website and online services you agree that we can place these types of cookies on your device.

CATEGORY 3 COOKIES

These cookies allow our website and online platforms to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video. The information these cookies collect generally has no identifying information and they cannot track your browsing activity on other websites.

We use these types of cookies. By using our sites these you agree that we can place these types of cookies on your device.

CATEGORY 4 COOKIES

These cookies are used to deliver adverts more relevant to you and your interests They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

We do not use these cookies on our website.

Definitions used above are consistent with those supplied by the International Chamber of Commerce 'ICC UK Cookie Guide' April 2012.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control.

For more information on our position on the use of cookies, please contact us info@slice-of-life.co.uk

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential Category 1 Cookies) you may not be able to access all or parts of our websites. For information on how to delete cookies, please refer to: use <https://ico.org.uk/for-the-public/online/cookies>

Marketing

If you have consented to our processing your personal data for marketing purposes, in accordance with this Privacy Policy, we may send you information (via mail, email, phone or SMS) about our products and services which we consider may be of interest to you.

You have the right to ask us not to process your information in this way at any time. If you no longer wish to receive web based or non-web based marketing information you can unsubscribe by emailing info@slice-of-life.co.uk or by logging into our systems and updating your personal settings, [click here to access your profile settings on our system](#). We would ask you to give us a reasonable amount of notice, to give us time to update our systems. While the precise timings vary by department we generally ask that you give us at least 30 days' notice.

CCTV

Slice Of Life Gym at Kingsnorth Recreation Centre is surveyed by CCTV for the purposes of security. Images and videos may be retained for a limited period.

Accessing and updating your information

The law gives you certain rights in respect of the personal data that we hold about you. In addition to your right to stop marketing, detailed above, below is a short overview of the most commonly-used rights. It is not an exhaustive statement of the law.

- With some exceptions designed to protect the rights of others, you have the right to a copy of the personal data that we hold about you
- You have the right to have the personal data we hold about you corrected if it is factually inaccurate. If any of your personal data has changed, especially contact information such as: email address, postal address and phone number please get in touch on 01233 879389 or info@slice-of-life.co.uk so we can ensure your personal data is kept up to date
- If you want to exercise your rights in respect of your personal data, the best way to do so is to contact us by email on info@slice-of-life.co.uk, or to write to us at the address below. In order to protect your privacy, we may ask you to prove your identity before we take any steps in response to such a request.

Slice Of Life Gym, Kingsnorth Recreation Centre, Field View, Ashford, Kent, TN23 3NZ.

If you are not satisfied with how we handle your request, you can contact the Information Commissioner's Office on 0303 123 1113 or visit their website (<http://www.ico.org.uk>).

Changes to our Privacy Policy

We keep our Privacy Policy under regular review and as a result it may be amended from time to time without notice. As a result we encourage you to review this Privacy Policy regularly.

Contact

If you have any questions in relation to our privacy policy, please email us at manager@slice-of-life.co.uk or write to the Manager at:

Slice of Life Gym
Kingsnorth Recreation Centre
Kingsnorth

Ashford
Kent
TN23 3NZ