

## **Gyms Solutions – Privacy Policy**

**Last updated:** 26/03/2026

This Privacy Policy explains how personal data is handled when you use the **Gyms Solutions** app (“App”), a fitness management platform operated by **Kraftwurkz Limited**.

### **1. Who We Are**

The App is operated and managed by:

#### **Kraftwurkz Limited**

Company number: **16383208**

(“Kraftwurkz”, “we”, “us”)

Your gym or fitness facility (the “Gym”) provides you access to the App and manages your membership.

### **2. Data Controller and Processor Roles**

- **Your Gym** is the **data controller** for your personal data.
- **Kraftwurkz Limited** acts as a **data processor**, processing personal data only on the Gym’s instructions and to operate the App.

If you have questions about how your data is used, you should normally contact your Gym first.

### **3. What Personal Data Is Processed**

The App may process the following categories of personal data:

- Name and contact details
- Membership or user ID
- Class bookings, schedules, and attendance records
- App usage and technical data (e.g. device type, login activity)
- Health Metrics including BMI, Height and Weight

We do not knowingly collect data from individuals who are not gym members.

### **4. How Personal Data Is Used**

Personal data is processed for the following purposes:

- Providing access to the App and its features
- Displaying class schedules and bookings
- Maintaining account security and platform performance
- Providing technical support and troubleshooting
- Complying with legal and regulatory obligations

Personal data is **not sold** to third parties.

## **5. Legal Basis for Processing**

Personal data is processed on one or more of the following legal bases:

- Performance of a contract (your gym membership and app access)
- Legitimate interests (operating and improving the platform)
- Legal obligations

## **6. Data Storage and Security**

- Data is stored using secure cloud infrastructure selected by Kraftwurkz.
- Appropriate technical and organisational measures are used to protect personal data.
- Third-party hosting providers act only on Kraftwurkz's instructions and have no independent rights over your data.

## **7. Data Retention**

- Your account data is retained while you are an active gym member.
- Accounts data is maintained in line with your gym's individual data retention period and details can be found within your user account.
- Your Gym may apply its own retention policies separately in line with legal requirements.

## **8. Your Rights**

Under data protection laws, you may have the right to:

- Access your personal data

- Request correction of inaccurate data
- Request deletion or restriction of processing
- Object to certain processing activities

Requests should usually be made through your Gym, as data controller.

## **9. Changes to This Policy**

This Privacy Policy may be updated from time to time. Continued use of the App indicates acceptance of the updated policy.

## **10. Contact**

For privacy-related queries:

**Kraftwurkz Limited**

support@gymsolutions.co.uk

## **Gyms Solutions – Cookies Summary**

This Cookies Summary explains how cookies are used in the Gym Solutions App.

### **What Are Cookies?**

Cookies are small text files stored on your device that help apps and websites function properly and improve user experience.

### **How We Use Cookies**

The App may use cookies or similar technologies to:

- Enable core app functionality
- Maintain secure login sessions
- Improve performance and reliability
- Understand app usage trends (in aggregated form)

### **Types of Cookies Used**

- **Strictly necessary cookies** – required for the App to function

- **Functional cookies** – remember preferences and settings
- **Performance cookies** – help us understand how the App is used

The App does not use cookies for third-party advertising.

### **Managing Cookies**

You can control or disable cookies through your device or browser settings. Please note that disabling cookies may affect app functionality.