



La Grande Mare Health Club

Privacy Notice

This Privacy Notice sets out how Westward Investments Limited, trading as La Grande Mare Health Club, collects, uses and protects any personal information that you provide to us.

This Privacy Notice is issued by La Grande Mare Health Club in its capacity as data controller.

We take privacy and security of your information seriously and will only use such personal information as set out in this Privacy Notice.

As La Grande Mare Health Club is an entity incorporated in Guernsey, we are obliged to comply with the provisions of the Data Protection (Bailiwick of Guernsey) Law, 2017. References to “we” and “us” in this notice are a reference to La Grande Mare Health Club.

1 Information we collect from you

We may collect and process the following personal data from you:

- Name and contact details (we collect your first and last names, email address, postal address, phone number and any other relevant contact details);
- Information about your age and gender;
- Relevant medical information including details in relation to your medical history;
- Bank account details;
- If you contact us, we may keep a record of that correspondence; and
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

We collect our personal data from information which you give to us, including information set out in any membership or application form completed by you, such other forms and documents as we may request are completed in relation to your membership or use of La Grande Mare Health Club and any personal data provided by you by way of correspondence with us by phone, e-mail or otherwise.

2 Why we collect your personal data

We are entitled to hold and process your personal data on the following lawful grounds:

- the processing is necessary for our the legitimate interests provided your interests and fundamental rights do not override those interests;
- the processing is necessary to comply with our contractual duties to you under the terms of your membership and any supplemental agreements thereto;
- to comply with our legal and regulatory obligations;
- where we have obtained your consent; and
- (on rare occasions) where it is needed in the public interest.

We may use information held about you in the following ways, all of which are based wholly or partly on our legitimate interests:

- to communicate with you as necessary in relation to your membership or use of La Grande Mare Health Club, including without limitation to contact you regarding price changes, cancellation of membership clarification and associated matters;
- to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- to carry out obligations arising from any contract entered into between you and us; and
- to notify you of any changes to our services.

We will only use your personal information for the purposes for which we collected it unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

To the extent that personal data we collect from you contains special category data such as, for example, data relating to your health, then we will only process such data where you have given us consent to do so or where you are incapable of giving consent and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment).

We do not make decisions about you based on automated processing of your personal data.

3 Sharing personal data

We will not share your personal data with external parties except in the following scenarios:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- If we or any of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets; and
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, in order to enforce or apply our terms of use and other agreements, or to protect the rights, property or safety of our business, or customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud prevention and credit risk reduction.

4 Retention of personal data

Your personal data will be retained for as long as your membership with us is live and then for a period up to 8 years following termination of your membership contract.

We shall endeavour to store your personal data securely in accordance with accepted market standards and may do so either electronically or manually.

Whilst we have taken every reasonable care to ensure the implementation of appropriate technical and security measures, we cannot guarantee the security of your personal data over the internet, via email or via our websites nor do we accept, to the fullest extent permitted by law, any liability for any errors in data transmission, machine, software or operating error or any other cause.

5 Your rights

You have, under certain circumstances, the following rights in respect of personal data:

- the right to access and port personal data;
- the right to rectify personal data;
- the right to restrict the use of personal data;
- the right to request that personal data is erased;
- the right to object to processing of personal data; and
- where we rely on consent to process the personal data, the right to withdraw consent at any time by contacting us via the contact details below.

You also have the right to lodge a complaint with the Guernsey Data Protection Authority if you consider that the processing of your personal data carried out by us has breached data protection laws. You may also appeal to certain courts against (i) any failure of the Guernsey Data Protection Authority to give written notice of whether the complaint is either being investigated or not being investigated and where applicable, the progress and the outcome of the investigation and (ii) a determination of the Guernsey Data Protection Authority not to investigate the complaint or a determination that a controller or processor has not breached or is not likely to breach an operative provision in connection with the complaint.

In limited circumstances we may approach you for your written consent to allow us to process certain particularly sensitive data or to use data for another purpose. Where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us at the contact details set out below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

6 How to contact us

If you have any questions about our use of your personal data, our retention procedures or our security processes, please contact us at: fitness@lagrandemare.com

7 Changes to this Policy

This Privacy Notice is dated 25 May 2018.

We reserve the right to amend this Privacy Notice at any time without notice, in which case the date of the policy will be revised.

