

Privacy Policy

We are committed to the principles inherent in the GDPR and particularly to the concepts of privacy by design, the right to be forgotten, consent and a risk-based approach. In addition, we aim to ensure:

- transparency with regard to the use of data
- that any processing is lawful, fair, transparent and necessary for a specific purpose
- that data is accurate, kept up to date and removed when no longer necessary
- that data is kept safely and securely.

Personal data

If we are requesting your personal data, it is because it is necessary and relevant to the service. As such, if you withhold information, it is likely that we will not be able to allow the service, or there will be a delay in doing so.

What personal data we use

- Name, date of birth, gender, e-mail address, postal address, telephone number, health declaration and whether you require disabled access
- Credit or debit card information, information about your bank account number and sort code or other banking information. Note that we do not store your bank or credit card details on our web servers
- Your usage records and duration of visits
- Your contact with us, such as a note or recording of a call you make to our main reception, an email or other records of any contact you have with us
- Your membership information – such as dates of payment owed and received, the services you use and any other information related to your account

How we get your personal data

- Directly from you either face to face at main reception, over the phone, an online referral form or any other means of communication between yourself and Testlands staff
- From our CCTV records if applicable to pull this record up

CCTV

We operate CCTV inside our premises to monitor access to certain areas. Please note, CCTV is recorded for 24 hours during the day and is automatically erased after 5 days. CCTV is actively monitored by front of house staff between the hours of 0800 am - 2200 pm.

