



Total Trainer

FITTER. LEANER. STRONGER.

PRIVACY POLICY

TOTALTRAINER.CO.UK



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Information we collect and store

We only collect, store or use information that we consider necessary for the purpose of providing the best service possible to all of our subscribers and clients.

Clients who wish to find a Personal Trainer must provide information, including:

- Type of Personal Trainer required (Weight loss, Cross Fit etc.)
- Name
- Postcode
- Email address
- Telephone number

We ask Personal Training Companies for further information, including:

- Company name
- Full address
- Email address
- Telephone number
- Services offered
- Catchment area – National or Postcode areas (BR1, NN4 etc.)
- Lead type
- Credit card details (stored on 100% secure Stripe.com)
- Upload of company brochure – if available
- Company contact name
- Contact email
- Secure Password

We store this information on our secure server.

User Control Panels

Both Clients and Personal Training Companies are given access to a User Control Panel. This allows users to monitor who should be contacting them and pick up any emails delivered through TotalTrainer.co.uk by a PT.

Personal Trainers can use their own User Control Panel to edit their details, view new leads, review their lead history, view their payment history and contact the Client. Both User Control Panels are secure.

How we use this information

In order to fulfil the objectives of the web site client information is made available to the Personal Trainers that meet the client's needs – offering services to meet their goal. To the client we pass the



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company name, email address and telephone number of the companies who will contact them. Also, where possible we also send out an automated e-brochure (if provided).

Retention of Information

We will retain your personal information only as long as is necessary for the purposes to which you consent under this Privacy Policy, after which we will delete it from our systems.

Security measures

Both the Client's information and Personal Trainer's information is held on secure servers. To prevent unauthorised access, maintain accuracy of our records and to ensure proper use and protection of Your Information, we have put appropriate physical, electronic and managerial procedures in place.

We use the latest encryption technology to endeavour to ensure that sensitive data transmitted to and from our server cannot be accessed by external parties. Our server is protected by a dedicated firewall and we operate strict internal policies with regard to accessing personal information. However, we cannot guarantee the security of any information or data which is transmitted over public or third party networks. Please note: you must ensure that your password remains secret.

All payment procedures are handled via Stripe.com. They use the latest encryption technology in order to make their security systems 100% secure. All card details are encrypted to ensure total safety.

Cookies

TotalTrainer.co.uk use third party tracking software provided by Google and StatCounter.com to monitor your use of your Website in order to enable us to further improve your use and the functionality of our Website. This software enables us to monitor actions such as referral websites, search terms, entry pages, exit pages, the time spend on site and other general information. No sensitive information fields (such as credit card details) are recorded.