

## **Privacy Policy**

*The Floor is committed to protect and respect your privacy. This privacy policy will explain how our business uses the personal data we collect from you, when you use our website, contact us by phone or visit our Studio at Dimitriou Gounari 45, Peristeri, 12131, Greece.*

### **What data do we collect?**

*The Floor collects the following data:*

- *Personal information such as, name, email address, phone number, postal address, health declaration provided by you, emergency contact information.*
- *Membership records including membership/sessions/services purchase records and attendance records.*
- *Communication records when you contact us via phone, email, in person or via completing our contact form at [www.thefloor.gr](http://www.thefloor.gr)*
- *Medical and health information provided by you (registered members)*
- *Attendance records and booked sessions/services.*
- *Data for security purposes, including CCTV in accordance with The Floor CCTV policy*
- *Promotional photographs(participants are required to provide consent)*

### **How do we collect your data?**

*You directly provide The Floor with most of the data we collect. We collect data and process data when you:*

- *Book a service via phone, in person or via our booking system*
- *Complete our membership form and become a registered member.*
- *Visit [www.thefloor.gr](http://www.thefloor.gr). See our cookie policy.*
- *Contact us via email, our website's contact forms, social media, phone.*
- *Use or view our website via your browser's cookies.*
- *Attend a class or session (in person or online).*

- Hire space in our facilities.
- Visit our studio in person, via our CCTV system.
- When our teams take photos of your attendance at the gym, part of an event or in a class (Your permission will be asked beforehand)

When you are visiting our Studio at Dimitriou Gounari 45, Peristeri, 12131, Greece, our CCTV is being recorded 24 hours a day. Those records are permanently erased after 48 hours.

### **How will we use your data?**

The Floor collects your data so that we can:

- Manage memberships
- Fulfil our administration including accounting and billing
- Maintain records on our booking system
- Send information with special offers, newsletters or other products and services we think you might like. (You first have to give us permission to do so, which you can revoke at any time.)
- Send you information regarding booked sessions and services.
- Respond to any questions or concerns you may have about our services
- Analyse how customers use our services.
- Share event photos on social media platforms (Your permission will be asked first before a picture is taken)

### **How do we store your data?**

Any personal information retained is kept confidential and stored in a secure, password protected, database that is only accessible by relevant members of staff.

We will take appropriate technical and organisational steps to ensure the security of your personal data, including policies around use of technology and devices. All staff are aware of the privacy policy and their duties under Data Protection Law and continue to receive relevant training.

## **How long do we store your data?**

*The Floor will keep your account for as long as you are using our services and we take measures to keep your data secure. The time period we keep your data, depends on the reason your data is collected. The following list describes how long we keep your data in different cases.*

- *Membership information: We keep an account for you including communication emails, membership information, attendance records, relevant personal information. Those data are kept for members who are using our services. If you stop using our services for more than three years we deem you are inactive and we aim to delete or anonymize your records within 3 months.*
- *Newsletter subscriptions: We keep your constant information as long as you are a member of our mailing list. If you decide to opt out, we are going to delete your data from the system used to run our emailing list.*
- *Financial records: in order for The Floor to comply with regulation imposed by the greek financial authority we are obliged to keep transaction records for 10 years.*

## **Marketing**

*The floor does not provide your personal information to any other business for marketing purposes.*

*If you have agreed to receive marketing, you may always opt out at a later date.*

*To stop The Floor from contacting you for marketing purposes. you can use the link provided in the marketing emails or contact us at [privacy@thefloor.gr](mailto:privacy@thefloor.gr).*

## **How we share data with third parties**

*The floor uses tools and services from third parties in order to provide you with service. In those occasions we ensure that:*

- *We only share only relevant information*
- *Your data are only used for relevant reasons*
- *In case we stop using a service we are going to request the deletion or Anonymization of your data.*
- *The companies we work with comply with GDPR.*

Companies that we share your information with are listed below:

- Google(internal administration, communication and document storage, analytics)
- Microsoft(internal administration)
- Mailchimp(email marketing)
- Setmore(booking system provider)

### **What are your data protection rights?**

The Floor would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request The Floor for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that The Floor correct any information you believe is inaccurate. You also have the right to request The Floor to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that The Floor erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that The Floor restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to Our Company's processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that The Floor transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please:

Email us at: [privacy@thefloor.gr](mailto:privacy@thefloor.gr)

Call us: +302114204530

*Or write to us at: Dimitriou Gounari 45, Peristeri, 12131, Greece*

## **Cookies**

*We use cookies on our website in order to improve your experience and our website.*

*For more information visit our cookie policy page.*

## **Use of personal data for automatic decision making**

*We do not intend to use your personal data for automatic decision making.*

## **Privacy policies of other websites**

*The Floor website ([www.thefloor.gr](http://www.thefloor.gr)) contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, or you access another website integrated to ours you should read their privacy policy.*

## **Changes to our privacy policy**

*The Floor keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 21 May 2021.*

## **How to contact us**

*If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.*

*Email us at: [privacy@thefloor.gr](mailto:privacy@thefloor.gr)*

*Call us: +302114204530*

*Or write to us at: Dimitriou Gounari 45, Peristeri, 12131, Greece*

## **How to contact the appropriate authority**

*Should you wish to report a complaint or if you feel that The Floor has not addressed your concern in a satisfactory manner, you may contact the Hellenic Data Protection Authority*

*Email: [contact@dpa.gr](mailto:contact@dpa.gr)*

*Tel: +302106475600*

*Address: Kifissias 1-3, Athens, 11523, Greece*