

HD FITNESS & WELLBEING

Privacy Policy

Last updated: September 2026

At HD Fitness & Wellbeing, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how HD Fitness & Wellbeing, operated by Hannah Daw, collects, uses, stores and protects personal information when you visit our website, contact us, purchase our services or products, attend a class or personal training session, or work with us online.

Please read this Privacy Policy carefully so that you understand how and why we use your personal information.

1. Who We Are

HD Fitness & Wellbeing is operated by Hannah Daw.

Website: www.hdfitnessandwellbeing.co.uk

Email: hannah.daw@outlook.com

For the purposes of UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, HD Fitness & Wellbeing is the data controller for the personal information we process.

If you have any questions about how your information is handled, please contact us using the email address above.

2. Information We May Collect

Depending on how you interact with HD Fitness & Wellbeing, we may collect some or all of the following information:

Contact and identification information

- Your name
- Email address
- Telephone number
- Address or general location where relevant
- Date of birth or age where relevant to providing our services

Booking and service information

- Appointments and class bookings
- Services or programmes purchased
- Payment and transaction information
- Correspondence and communications with you
- Feedback, reviews or testimonials you choose to provide

Fitness and wellbeing information

Where relevant to providing personal training, exercise or wellbeing services, we may collect information such as:

- Fitness level and exercise history
- Exercise goals
- Injuries or physical limitations
- Relevant medical information
- Medication information that you voluntarily provide
- Pregnancy or postnatal information where relevant

- Lifestyle information such as sleep, nutrition, activity and wellbeing
- Information contained in health screening or fitness questionnaires

Some health-related information is classed as **special category data** under UK data protection law. We only collect and use such information where it is necessary, appropriate and lawful.

Website information

When you visit our website, certain technical information may be collected, such as:

- IP address
- Browser and device information
- Website pages visited
- Approximate location derived from technical information
- Information about how you interact with the website

The exact information collected depends on the website features and cookies or similar technologies being used.

3. How We Collect Your Information

We may collect information:

- Directly from you when you contact us
- When you complete a contact or enquiry form
- When you book a service or class
- When you purchase a product
- When you complete a health or fitness questionnaire
- During personal training or coaching

- When you communicate with us by email, telephone, messaging or social media
- When you sign up to receive marketing communications
- Automatically when you use our website, including through cookies and similar technologies
- From third-party booking, payment or website services where you have interacted with those services

Where we receive information about you from another source, we will only use it where there is a lawful reason to do so.

4. How We Use Your Information

We may use your personal information to:

- Respond to enquiries and requests
- Arrange and manage bookings
- Provide personal training, classes, online coaching and wellbeing services
- Design appropriate exercise or wellbeing programmes
- Take account of relevant health or fitness information when providing services
- Process payments and purchases
- Provide digital products and online resources
- Communicate with you about your bookings, services or purchases
- Manage our business and keep appropriate business records
- Improve our services and website
- Respond to feedback, reviews or complaints

- Send marketing communications where we have a lawful basis to do so
- Comply with legal, regulatory or insurance requirements
- Establish, exercise or defend legal claims where necessary
- Protect the security of our website, business and clients

We will not use your personal information for purposes that are incompatible with those described in this Privacy Policy unless we have a lawful basis to do so.

5. Our Lawful Bases for Processing

Under UK data protection law, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on:

Contract

We may process information where it is necessary to provide a service or fulfil a contract with you.

For example, we may need your name and contact details to arrange a personal training session or provide an online coaching programme.

Legal obligation

We may process information where necessary to comply with a legal or regulatory obligation.

For example, we may need to retain certain financial or transaction records.

Legitimate interests

We may process information where it is necessary for our legitimate business interests, provided that those interests are not overridden by your rights and interests.

This may include managing our business, maintaining client relationships, improving our services, maintaining appropriate business records and protecting our website and systems.

Consent

Where appropriate, we may ask for your consent before processing your information.

Where we rely on consent, you may withdraw your consent at any time.

Withdrawal of consent will not affect processing that took place before you withdrew your consent.

6. Health and Special Category Information

Because HD Fitness & Wellbeing provides fitness, exercise and wellbeing services, you may choose to provide information relating to your health.

This may include information about injuries, medical conditions, medication, pregnancy, postnatal status or other health-related circumstances.

Health information is treated as special category data under UK GDPR.

We will only collect and process health information where we have an appropriate lawful basis and special category condition to do so.

Where appropriate, we may rely on your **explicit consent** to process health information for the purpose of providing personalised fitness, exercise or wellbeing services.

Any request for explicit consent will be presented clearly and separately where required.

You are responsible for providing accurate and up-to-date information and for informing us if your health circumstances change.

We will only collect health information that is reasonably necessary for the services we provide and will not intentionally collect more health information than is required for those purposes.

7. Who We May Share Your Information With

We do not sell your personal information.

We may share information with trusted third parties where this is necessary to operate our business or provide our services.

These may include:

- Website hosting and website management providers
- Booking and scheduling platforms
- Payment providers
- Email and communication providers
- Online coaching or training platforms

- Accounting or bookkeeping providers
- Professional advisers
- IT and technical support providers
- Insurance providers where necessary
- Legal or regulatory authorities where required by law

Where we use third-party service providers to process personal information on our behalf, we will take reasonable steps to ensure that appropriate data protection arrangements are in place.

We may also disclose information where necessary to comply with a legal obligation or to protect our rights, safety or property.

8. Payments

Where you make a payment to HD Fitness & Wellbeing, payment information may be processed by a third-party payment provider.

We do not normally store complete payment card details ourselves.

Your payment provider may collect and process payment information in accordance with its own privacy policy and terms.

9. Marketing

We may occasionally contact you about HD Fitness & Wellbeing services, classes, programmes, digital products, offers or other information that we believe may be relevant to you.

We will only send electronic marketing communications where we have an appropriate lawful basis to do so.

Where consent is required, we will ask you to actively opt in.

You can unsubscribe from marketing communications at any time by using the unsubscribe option provided or by contacting us at:

[**hannah.daw@outlook.com**](mailto:hannah.daw@outlook.com)

We will respect your marketing preferences.

10. Website Cookies

Our website may use cookies and similar technologies.

Cookies are small files placed on your device which can help a website function, remember preferences, understand how visitors use the website or support other website features.

Some cookies may be strictly necessary for the operation, security or functionality of the website.

Other cookies, such as certain analytics, advertising or tracking cookies, may require your consent.

Where consent is required, we will provide an appropriate cookie consent mechanism and allow you to manage your preferences.

You can also manage or delete cookies through your browser settings.

Our cookie practices may change as we add or remove website services. We will keep our cookie information under review.

The ICO requires organisations to provide clear information about cookies and generally obtain consent before setting non-essential cookies. ([Information Commissioner's Office](#))

11. Social Media

HD Fitness & Wellbeing may maintain social media profiles, including Instagram and other platforms.

If you interact with us through social media, the relevant platform may collect and process your information independently.

We are not responsible for the privacy practices of third-party social media platforms.

Please review the privacy policy of the relevant platform to understand how it processes your information.

12. How We Protect Your Information

We take reasonable and appropriate measures to protect personal information against:

- Unauthorised access
- Accidental loss
- Destruction
- Misuse
- Alteration

- Unauthorised disclosure

We limit access to personal information to people and organisations that reasonably need it for legitimate business purposes.

However, no online transmission or electronic storage system can be guaranteed to be completely secure.

13. How Long We Keep Your Information

We will only retain personal information for as long as reasonably necessary for the purposes for which it was collected.

The length of time we keep information will depend on the type of information and why we need it.

For example, we may retain:

- Client and booking information for as long as necessary to manage our relationship with you
- Financial and transaction records for the period required by applicable tax and accounting requirements
- Health and fitness information for as long as reasonably necessary to provide relevant services and protect our legitimate interests
- Marketing information until you unsubscribe or we otherwise determine that it is no longer required
- Complaint or legal information for as long as reasonably necessary to deal with the matter and any related legal or regulatory requirements

When information is no longer required, we will take reasonable steps to securely delete or anonymise it.

14. Your Data Protection Rights

Depending on the circumstances, you have rights under UK data protection law.

These may include the right to:

- Ask for a copy of the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your personal information where there is no lawful reason for us to continue processing it
- Ask us to restrict how we use your information in certain circumstances
- Object to certain types of processing
- Request transfer of certain information to another organisation where the legal requirements for data portability apply
- Withdraw consent where we rely on consent as our lawful basis
- Object to direct marketing

These rights are subject to certain legal exceptions and may not apply in every circumstance.

If you would like to exercise any of your rights, please contact:

Hannah.daw@outlook.com

We may need to verify your identity before responding to certain requests.

15. Withdrawing Consent

Where we rely on your consent to process your personal information, you can withdraw that consent at any time.

If you withdraw consent relating to health or other special category information, this may affect our ability to provide certain personalised services where that information is necessary for the service.

We will explain any relevant consequences to you where appropriate.

16. Children

Our services are primarily intended for adults.

If we provide services to anyone under the age of 18, we may require appropriate parental or guardian involvement and consent where necessary.

We do not knowingly collect personal information from children through our website for marketing purposes.

17. International Data Transfers

Some of the third-party services we use may process personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is lawful and that appropriate safeguards are in place, where required by UK data protection law.

18. Automated Decision-Making and Profiling

We do not currently use personal information to make solely automated decisions that have legal or similarly significant effects on individuals.

If this changes, we will update this Privacy Policy and provide any information required by applicable data protection law.

19. Third-Party Websites

Our website may contain links to websites operated by third parties.

These websites have their own privacy policies and terms.

We are not responsible for the privacy practices, security or content of third-party websites.

We recommend reviewing the privacy policy of any third-party website before providing personal information.

20. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, technology or legal requirements.

The latest version will always be made available on our website.

The date at the top of this Privacy Policy shows when it was most recently updated.

21. Complaints

If you have a concern about how we have handled your personal information, please contact us first:

Email: hannah.daw@outlook.com

[We will consider your concern and aim to resolve it fairly and promptly.](#)

You also have the right to complain to the UK's data protection regulator:

Information Commissioner's Office (ICO)

Website: ico.org.uk

The ICO recommends that privacy notices explain how individuals can exercise their rights and how they can complain to the ICO. ([Information Commissioner's Office](#))

22. Contact Us

If you have any questions about this Privacy Policy or how HD Fitness & Wellbeing handles your personal information, please contact:

HD Fitness & Wellbeing

Hannah Daw

Website: www.hdfitnessandwellbeing.co.uk

Email: Hannah.daw@outlook.com

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