



Privacy Statement

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Version: 1

Fittery Netherlands B.V.

Prinsengracht 3D, 1015 DK AMSTERDAM

Introduction

This is the privacy statement of Fittery Netherlands B.V. (hereinafter referred to as "Fittery"). In this statement, Fittery provides information about the personal data processed by Fittery, how it is processed, and the purposes for which it is processed. Fittery handles your data with care and ensures that every processing activity complies with applicable laws and regulations.

Our website (fittery.com) may contain links to other websites. Fittery is not responsible for the content or privacy practices of these websites. We recommend that you always read the privacy statement of the respective website.

When does this privacy statement apply?

This privacy statement applies to all personal data collected and processed by Fittery from individuals in relation to the services offered, the use of the Fittery app, newsletter subscription, providing information through the online contact form, and/or visiting our website.

Who is responsible for the processing of your data?

Fittery, located at Prinsengracht 3D in Amsterdam, the Netherlands, registered under company number 89390970, is the controller for the processing of personal data as described in this privacy statement.

What personal data does Fittery process?

Fittery processes personal data about you when you use our services and/or when you voluntarily provide certain personal data to us, for example, through an online (contact) form on our website.

Below is an overview of the personal data we process:

- First and last name
- Address
- City
- Phone number
- Email address
- Gender
- Date of birth
- Place of birth

- IP address
- Location data
- Profile picture

Does Fittery process special or sensitive personal data?

Fittery does not process any special or sensitive personal data about you unless we have explicitly requested and obtained your prior consent. Fittery does not process data such as race, religion or belief, political or sexual orientation, health information, creditworthiness, or criminal records.

Why do we need to process your personal data?

Fittery initially processes personal data to fulfil the agreement you have entered into with Fittery, such as a fitness subscription, using the Fittery app, or providing personal data through the contact form on our website. Additionally, there are other purposes for which we may use your data, including:

- **Newsletter:** We may use the information you have provided to us for marketing purposes, such as sending newsletters. However, we will always give you the opportunity to indicate whether your information may be used in this way (opt-in). You can unsubscribe from our newsletters at any time by following the instructions provided in each email.
- **Automated decisions or profiling:** Fittery does not use automated decision-making or profiling concerning your personal data.
- **Location data:** We use your location data to help you find sports opportunities nearby. Additionally, we use your location data to check you in at a specific fitness location for a class or training session.

Are my personal data shared with third parties?

Fittery may disclose personal information to a parent, subsidiary, or affiliate of our company; third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, hosting and server providers, ad networks, analytics, error loggers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors, and payment systems operators; our employees, contractors, and/or related entities; our existing or potential agents or business partners; courts, tribunals, regulatory authorities, and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise, or defend our legal rights; third parties, including agents or sub-contractors, who assist us in providing information, products, services, or direct marketing to you; third parties to collect and process data; an entity that buys, or to which we transfer all or substantially all of our assets and business.

To fulfil the agreement, your personal data may be shared with companies that provide cloud storage services to Fittery, as well as other companies from which Fittery obtains services, such as but not limited to, Active Campaign for newsletter distribution and ZenDesk for customer service. And also;

- **DigitalOcean:** Contains the database, so 'processes' all data that users enter into our system. (Name, address, company name, chamber of commerce number, lesson data, what you mark as favorite trainer, etc etc etc.)
- **Vercel:** Logged "User agent strings"
- **Postmark:** Content of all emails sent from the system. (So Name, which lesson someone has booked, e-mail address, messages sent by a trainer). Standard retention is 45 days
- **Stripe:** All data about user transactions. (Customer name, bank details, amount of order, what has been booked, etc)
- **Sentry:** Information about errors in our system. Tracks standard IP addresses causing errors.

- **Plausible Analytics:** Has no user identifiable data in principle.
- **Independent trainers:** the lessons you'll book directly with trainers. Your personal details are transferred as soon as you'll book a lesson with a specific trainer.

Storage of personal data:

Personal data processed by Fittery may be transmitted or stored on servers outside the EU in some cases. In such cases, Fittery ensures that the transfer is made only if the country to which the data is transferred provides adequate protection, such as through an Adequacy Decision (e.g., Data Privacy Framework). When an Adequacy Decision is not available, Fittery will enter into a model contract with the relevant party to establish agreements on the security level.

Publication:

Fittery does not shield the publication of personal data (e.g., in search engines like Google). We don't have the intention to publish or undertake commercial activities with your personal data.

Retention period:

Fittery will not retain your personal data for longer than necessary to achieve the purposes for which your data is collected. This includes the automatic deletion of personal data when you cancel your account with Fittery. When you pause your Fittery subscription, we retain your personal data so that your history, connections, and profile settings are available when you reactivate your account.

Access, correction, and deletion of data:

You have the right to access, correct, or delete your personal data. You can submit a request for access, correction, or deletion by sending an email to help@fittery.com or contacting our customer service at 020-3086930. To ensure that the request is made by you, we may ask you to provide a copy of your identification document with the request, with your photo and Social Security number (BSN) blacked out. This is to protect your privacy. Fittery will respond to your request as soon as possible, but no later than four weeks. Additionally, you have the right to file a complaint about our data processing with the supervisory authority: Autoriteit Persoonsgegevens: www.autoriteitpersoonsgegevens.nl

Data portability: Upon request, Fittery will provide your personal data in a form that allows reuse. Fittery will provide the personal data in a structured, commonly used, and machine-readable format. The personal data will be provided by Fittery in a .csv or Excel file within one month after receiving your request.

Security: Fittery takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure, and unauthorised modification. This includes, among other things, the encrypted transmission of personal data via the website (SSL). If you believe that your data is not properly secured or if there are indications of misuse, please contact us at help@fittery.com

This privacy statement was last modified on 01/09/2023. In the event that Fittery makes changes to its privacy statement, we will inform you electronically, for example, through our website or by email. If we intend to use your personal data in a manner different from what was specified at the time of collection, we will notify you and provide you with the opportunity to indicate whether we may use your personal data in the new manner.