POWER HOUSE

Privacy Policy

Draft for review | 29 October 2026

Before publication: confirm the legal data-controller identity, email-sending provider, separate consent process, Google service agreements and international-transfer arrangements. Confirm that the deletion arrangements described below are implemented across Forms, Sheets, Drive, exports and backups.

1. Who we are

Lisa B PT Lifting Club, operating Power House
Unit 5, Derwent Business Park, Heage Road, Ripley, DE5 3BZ
Email: lisa@lisabpt.com

We are responsible for the personal information described in this notice. It covers our website, Power House Bootcamp and personal training services.

2. Information we collect and where it comes from

You provide your name, postal address, email address and telephone number when enquiring or booking. We also collect emergency-contact details and health-screening answers, including relevant injuries, medical conditions and other information affecting safe exercise, through Google Forms. We may hold booking, payment-status and service correspondence records. If you separately agree, we may take identifiable photographs or videos for promotion. Website analytics can collect device, browser, page-view, interaction and approximate-location information; see our Cookie Policy.

3. Why we use information and our lawful bases

Bookings and service delivery: we use contact and booking details to answer enquiries, arrange training, administer payments and send necessary service updates, relying on steps before a contract or performance of our contract.

Emergency contacts: we use these details in our legitimate interests in safe service delivery and contacting someone if needed; in a genuine emergency, protecting vital interests may also apply. Please tell your nominated contact that you have provided their details and share this notice with them. We do not use emergency-contact details for marketing.

Health screening: our proposed basis is your consent under Article 6(1)(a), together with your explicit consent for health data under Article 9(2)(a). We ask for this separately. You may withdraw it by emailing Lisa. Without relevant safety information, we may need to discuss whether training can safely continue. Agreeing to the bootcamp terms is not health-data consent.

Legal records: where required, we use information to comply with legal obligations. Where necessary for handling complaints or legal claims, we may rely on legitimate interests; any retained health information also requires an applicable special-category condition, such as legal claims.

Marketing emails, promotional images and optional analytics: the draft approach is separate consent for each purpose. Consent can be withdrawn without affecting earlier lawful use.

4. Service messages and marketing

We use your phone number for existing services, such as Bootcamp or PT arrangements and holiday-closure notices, rather than promotional calls or texts. Necessary service emails are separate from marketing.

We send occasional emails about Lisa's services only where we have an appropriate permission to do so. Under the proposed consent-based approach, you choose separately whether to receive these emails. You can unsubscribe using the option in a marketing email or by emailing lisa@lisabpt.com. Refusing marketing does not affect your training. We may retain a minimal do-not-contact record to respect your opt-out.

5. Photography and video

Promotional photography is optional. We ask for separate permission before taking and using identifiable photographs or videos for the channels you select, such as our website, social media or promotional emails. You can decline or withdraw permission by contacting Lisa, without affecting your place.

After withdrawal we will stop new uses and remove content from channels we control where reasonably possible. We cannot guarantee recovery of printed material already distributed or copies independently shared by others. Withdrawal does not make earlier lawful use unlawful. Online images may be accessible worldwide, and social platforms process information under their own privacy notices.

6. Storage and sharing

Contact and emergency-contact details are stored in Google Sheets. Health answers are collected in Google Forms, and a PDF copy is kept in your client folder in Google Drive. Access should be limited to people who need it to administer your training safely.

We use Google to provide these services, Webflow to host the website and GoCardless to process payments and Direct Debit mandates. Payment details are submitted through GoCardless; we use relevant payment and mandate-status information to administer bookings. These providers may act as processors or independent controllers for particular activities. We may share necessary information with emergency services, professional advisers or authorities when justified or required by law. We do not sell your information.

Provider privacy information: policies.google.com/privacy; webflow.com/legal/privacy; gocardless.com/privacy.

7. International processing

Google, Webflow, GoCardless and any email provider may process information outside the UK. Before using a service, we must establish where information is processed and that any restricted transfer is covered by an applicable UK adequacy regulation or appropriate safeguards, such as approved contractual arrangements. Contact Lisa for details of the safeguards applying to your information. The provider arrangements must be confirmed before this draft is published.

8. How long we keep information

Our normal policy is to delete client contact details, emergency-contact details and health records within three months after you stop training with us. This must cover the original Google Forms responses, linked spreadsheets, PDFs, client folders and working copies, rather than only one copy.

Limited booking, accounting, payment, consent or dispute records may need to be kept longer where a specific legal requirement or a justified legal-claims need applies. We will retain only what is necessary for that purpose and restrict its use. We may retain a minimal marketing opt-out record so that we do not contact you again. Analytics retention and cookie lifetimes are separate and must be confirmed in the Cookie Policy. Any backup copies should expire through the provider's documented deletion cycle and not be restored into active use without reapplying deletions.

9. Your rights and complaints

Depending on the circumstances, you can ask to access, correct or delete information, restrict its use, receive portable information or object to processing. You have an unconditional right to object to direct marketing, and can withdraw consent at any time. Some rights are subject to legal exceptions. Contact lisa@lisabpt.com; we normally respond within one month, subject to lawful extensions and identity checks.

You may complain to the Information Commissioner's Office at ico.org.uk. We would welcome the opportunity to address your concern first. This notice will be updated when our practices change.