

FITIQ Privacy Notice

Junior Participants, Parents and Carers

Last updated: 17 September 2026

FITIQ takes the privacy of children, parents and carers seriously. This notice explains what information we collect, why we need it, how we use it and the choices you have.

1. Who is responsible for your information?

Richard & Louise Ferriman of FITIQ are responsible for the personal information we collect and use.

FITIQ
The Tunnel
Lower Mount Farm
Long Lane
Cookham
SL6 9EE

For any questions about your information or this notice, please contact: lou@fitiq.life

2. What information do we collect?

We only collect information that we reasonably need to run FITIQ safely and effectively. This may include:

- Parent or carer name, email address, telephone number and address.
- Your child's name, age and date of birth.
- Emergency contact details.
- Booking and attendance information.
- Payment and transaction information.
- Medical conditions, allergies, injuries and medication.
- Additional needs or other information that may help us support your child safely.
- Information provided if an accident, incident or safeguarding concern occurs.
- Photography and media permission.
- CCTV images while at the FITIQ Tunnel.

Health, medical and some additional needs information may be classed as special category personal information and is given additional protection under UK data protection law.

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3. Why do we use this information?

We use personal information to:

- Manage bookings, payments and attendance.
- Communicate with parents and carers about sessions and FITIQ activities.
- Make sure children can participate as safely as possible.
- Understand relevant medical, health or additional needs.
- Contact you in an emergency.
- Record and manage accidents, incidents or safeguarding concerns.
- Meet our accounting, insurance and legal responsibilities.
- Manage photography permissions.
- Maintain the safety and security of the FITIQ Tunnel.

We will not use information collected for one purpose for an unrelated purpose without an appropriate reason.

4. Our legal basis for using information

Different types of information are used for different reasons. We may use information because it is necessary to provide the FITIQ service you have booked, because we have a legal obligation, or because FITIQ has a legitimate need to operate safely and effectively.

Where we collect health, medical or other sensitive information about your child, we will only use it where we have an appropriate legal basis and additional condition under UK data protection law. Information provided by parents and carers may be used where necessary to help us understand and support a child safely during FITIQ activities.

In a serious emergency, information may be used or shared where necessary to protect the health or safety of a child or another person.

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5. Photography and video

Promotional photography and video are optional and are not a condition of attending FITIQ. FITIQ will only intentionally use identifiable photographs or video of a child for promotional purposes where permission from a parent or carer has been obtained and recorded.

Permission can be withdrawn at any time by emailing lou@fitiq.life. If permission is withdrawn, FITIQ will stop using the child in future promotional photography and recording.

FITIQ will never take photographs or promotional video during school, enrichment or organised group sessions. Photography and video at birthday parties are dealt with separately in the FITIQ Participant Agreement.

6. CCTV

CCTV operates at the FITIQ Tunnel for health, safety and security purposes. CCTV footage is not used for promotional or marketing purposes.

Access to CCTV footage is restricted and footage will only be kept for as long as reasonably necessary. Footage may be retained for longer where it relates to an accident, incident, safeguarding concern, insurance matter or investigation.

7. Who might we share information with?

FITIQ does not sell personal information. Where necessary, we may share relevant personal information with:

- Our booking and payment providers where needed to manage bookings and payments.
- Medical professionals or emergency services where necessary to protect a child's health or safety.
- Schools or organisations arranging group sessions where information needs to be shared to manage the session safely.

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- Event organisers where a parent or carer has given permission for the information to be shared.
- Police, safeguarding bodies or other authorities where we are legally required to do so or where there is a safeguarding concern.

We will only share the information that is necessary for the particular purpose.

8. How long do we keep information?

We do not keep personal information indefinitely. Information is retained only for as long as it is reasonably required for the purpose for which it was collected, taking account of our legal, accounting, safeguarding and operational responsibilities.

Where information is no longer required, it will be securely deleted or anonymised.

9. How do we protect information?

FITIQ takes reasonable steps to keep personal information secure and limits access to people who need it to carry out their role. We also expect the organisations and service providers we work with to use appropriate security measures to protect information against loss, misuse, unauthorised access or disclosure.

10. Your rights

Depending on the circumstances, you or your child may have the right to:

- Ask what personal information we hold.
- Ask us to correct inaccurate information.
- Ask us to delete information where we no longer have a reason to keep it.
- Ask us to restrict how information is used.
- Object to certain uses of information.
- Withdraw permission where we rely on consent.
- Ask for certain information to be transferred to another organisation.

To exercise any of these rights, please email lou@fitiq.life.

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11. Concerns or complaints

If you have any questions or concerns about how FITIQ uses personal information, please contact lou@fitiq.life so that we can look into the issue.

You also have the right to raise a concern with the Information Commissioner's Office, the UK regulator for data protection.

12. Changes to this notice

We may update this notice if our services or the way we use information changes. The latest version will be made available through FITIQ.