

Supergym Holdings Limited – Privacy Policy

Effective Date: tbc

Supergym Holdings (“we”, “our”, “us”) is committed to protecting the privacy and personal data of our members and customers. This Privacy Policy explains how we collect, use, store, and protect your information in accordance with applicable Jamaican data protection standards.

1. Information We Collect

We may collect the following personal information:

- Full name
 - Date of birth
 - Gender
 - Phone number
 - Email address
 - Home address (if provided)
 - Proof of ID or home address
 - Emergency contact details
 - Payment information (processed via secure third-party providers)
 - Gym usage data (e.g., entry logs, bookings)
-

2. How We Collect Information

Information is collected when you:

- Sign up for a membership
 - Make a payment (in-person or online)
 - Complete forms (digital or paper)
 - Contact us via phone, email, or social media
 - Use our gym facilities (e.g., entry systems, CCTV where applicable)
-

3. How We Use Your Information

Your information is used to:

- Manage your membership and access to the gym
- Process payments and maintain billing records
- Communicate important updates (e.g., billing, schedule changes)
- Provide customer support

- Improve our services and operations
 - Maintain safety and security within the facility
-

4. Payment Information

- All card payments are processed through secure, approved payment providers in Jamaica, such as those offered by Scotiabank Jamaica, National Commercial Bank Jamaica, or JN Bank
 - Supergym Holdings does **not store full card details** on our systems
-

5. Data Sharing

We do **not sell or rent** your personal information.

We may share your information only with:

- Payment processors (to complete transactions)
 - Service providers (e.g., membership software systems)
 - Legal or regulatory authorities if required by law
-

6. Data Storage & Security

- Your data is stored securely using password-protected systems
 - Access is restricted to authorised personnel only
 - We take reasonable steps to protect your information from loss, misuse, or unauthorised access
-

7. Data Retention

We retain your information only for as long as necessary to:

- Fulfil the purposes outlined in this policy
 - Comply with legal and financial record-keeping requirements
-

8. Your Rights

You have the right to:

- Request access to your personal data

- Request correction of inaccurate information
- Request deletion of your data (subject to legal obligations)

Requests must be made in writing.

9. CCTV & Facility Monitoring

For safety and security, Supergym Holdings may use CCTV within the facility.

- Footage is used strictly for security and incident review
 - Recordings are stored securely and accessed only when necessary
-

10. Marketing Communications

- We may contact you regarding offers, promotions, or updates
 - You may opt out at any time by contacting us or using unsubscribe options
-

11. Third-Party Links

Our website or communications may include links to third-party services. We are not responsible for their privacy practices.

12. Updates to This Policy

We reserve the right to update this Privacy Policy at any time. Updated versions will be made available to members.

Contact Information

For questions or data requests:

Email: tbc

Phone: +1 (876) 801 6151

Supergym Holdings

"One Love. One Gym. No Mercy."