

GENERAL PRIVACY POLICY CHRIS FYSENTZOU LTD

CHRIS FYSENTZOU LTD has over the years, built a strong relationship of trust and reciprocity with our customers, partners, staff and suppliers. Valuing this relationship, we inform you that CHRIS FYSENTZOU LTD is the Responsible Body (“Data Controller”) regarding the personal data that you provide to us. We would therefore like to clarify:

- A. What this Policy covers
- B. What personal data has been collected
- C. Why we collect and use your personal data
- D. How long do we collect them for
- E. How we process your personal data
- F. Exclusion of Liability
- G. Alterations to this policy
- H. Your rights and choices regarding your personal data

A. What does this policy cover?

This policy covers the aims, goals and targets that CHRIS FYSENTZOU LTD is dedicated to achieve.

We would like to underline that we take all reasonable steps to use and maintain safely your personal data.

For CHRIS FYSENTZOU LTD the aim is to build a new culture of personal data protection of our customers, partners, staff and suppliers of what data we collect, the purpose and the length of time for which data is retained. This will be achieved if there is:

transparency

accuracy

knowledge

and responsibility

B. What personal data do we collect?

When you sign up to our gym you can provide us with your name, date of birth, address, email address, phone/cell phone number, profession, contact person in case of an emergency and your current health condition so that we can assist as much as possible.

When you sign up to our physiotherapy centre you can provide us with your name, date of birth, address, email address, phone/cell phone number, profession, contact person in case of an emergency, and your current health condition including medical reports so that we can assist as much as possible.

When your child signs up to our swimming lessons, games and competitions you can provide us with your name, your address, phone/cell phone, your email address, name of child, date of birth of child, level of child in swimming, and any health problem the child may have.

When you sign up as our supplier you can provide us with your name, address, e-mail address, phone number and fax number. Once you provide us with this information you have the option of communication, to join our newsletter, take part in questionnaires and market research.

Whenever you visit our webpage you can contact us by providing us your name, email and phone number. We aim to answer swiftly at any queries you may have.

When you sign to our Newsletter online we request your name and email address. Once you sign the online form then we can inform you about services, competition or events, and our news.

When we seek to collect your child's photo and/or vide to promote our swimming sessions and/or competitions we collect the name of parent/guardian, name of child, address of parent/guardian, phone/cell phone number and email address of parent/guardian, level of child in swimming and photo and/or video.

When a potential employee seeks recruitment in our Company we ask you to provide us wit your name, date of birth, ethnicity, address, telephone number, email, education, computer knowledge *where applicable, language skills, professional experience and the date which you could start working for us, two references and whether you have any relative who has worked for us while completing the employment form and your C.V.

C. Why do we collect and use your personal data?

To make our Services available to you:

- i. For managing your memberships.
- ii. We seek to contact you to promote our services and/or products.
- iii. To provide an excellent experience to you.
- iv. We also offer specific offers and or services tailored to your needs and/or our news via our NEWSLETTER.

Please note that more specific purposes are inserted in our Consent Forms.

Communication

Contact us about our services, for example, by phone, mobile, email, mail, or responding to social media posts you are addressing.

The reason we use your personal information in this way is:

We want to serve you better as our customer, so we use your personal data to provide explanations or assistance as well as responding to your communication with us.

D. How long do we collect them?

Your personal data is collected for a certain amount of time. This time period is set out in the terms and conditions of the consent you have voluntarily signed in CHRIS FYSENTZOU LTD or online. The time will be taken based on the measures taken by CHRIS FYSENTZOU LTD.

For those customers who are pre-existing i.e. before the practical application of the New European Regulation on Personal Data (679/16), their personal data will be retained safe with us until he/she informs us that they do not wish to receive anymore the information we send you.

CHRIS FYSENTZOU LTD stresses that, even if you have provided your consent, you can expressly revoke it by informing us in writing at our electronic address dpo@fysentzou.com Please note that you will not be penalised for choosing to do this.

E. How do we process your personal data?

Your personal data is processed at the offices of CHRIS FYSENTZOU LTD located in Cyprus. The storage of your data is done by taking all appropriate measures to ensure their adequate security.

We value your trust in providing us your Personal Information, thus we take all reasonable means of protecting it. But please note that no method of transmission over the internet, or method of electronic storage is 100% secure.

F. Links to Other Sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites, read more. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

G. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

H. Your rights and choices regarding your personal data

1. RIGHT TO BE INFORMED

You are entitled to know:

- Who keeps your personal data?
- For what purpose?
- For how long? Are there any recipients?

2. RIGHT OF ACCESS

If you wish, you can ask in writing to find out which of your personal data has been collected by the Company. We will respond in writing to your request within four (4) weeks.

3. RIGHT OF RECTIFICATION

If you realise that the personal data collected is incorrect or if you have updated or renewed your data, then please contact dpo@fysentzou.com to rectify your details.

4. RIGHT TO BE FORGOTTEN (OR ERASURE)

Beyond the right of rectification, you also have the right to erase the links around your name if they are incorrectly posted on the internet. If you wish, please contact dpo@fysentzou.com which may inform you of what measures can be taken.

5. RIGHT TO RESTRICTION OF PROCESSING

You must be aware that your data can only be collected for a specific purpose as well as for a certain period of time.

6. RIGHT TO OBJECT

On the basis of your rights, you may request that your data be corrected or deleted by a public or private body which must reply in writing within 15 days. Rejection is notified. If you have not been satisfied with the response you have received then you further have the right to contact the Office of the Commissioner for Personal Data and file a complaint with them.