

# Privacy Policy

## FLEXX Training

Last updated: 03/05/2026

FLEXX Training is committed to protecting your privacy and handling your personal data in a transparent and secure manner.

This Privacy Policy explains how we collect, use and protect your information when you use our website and coaching services.

## 1. Who We Are

FLEXX Training provides remote personal training and nutrition coaching services.

For the purposes of UK data protection law, FLEXX Training is the data controller of your personal information.

If you have any questions about this policy, please contact us at:  
[lee@flexxtraining.com](mailto:lee@flexxtraining.com)

## 2. What Information We Collect

We may collect and process the following personal data:

### Information You Provide

- Full name
- Email address
- Telephone number
- Date of birth
- Health and fitness information
- Goals and training history
- Payment details

### Information Collected Automatically

- IP address
- Browser type
- Device information

- Website usage data via cookies

### **3. How We Use Your Information**

We use your information to:

- Provide personalised coaching services
- Create training and nutrition programmes
- Communicate with you regarding your coaching
- Process payments
- Improve our website and services
- Comply with legal obligations

We will only use your data where we have a lawful basis to do so, including:

- Your consent
- Performance of a contract
- Legal obligations
- Legitimate business interests

### **4. Health Information**

As part of providing coaching services, we may collect health-related information. This is considered special category data under UK GDPR.

We only collect this information with your explicit consent and use it solely to deliver safe and appropriate coaching.

### **5. How We Store Your Data**

We take appropriate technical and organisational measures to protect your data from unauthorised access, misuse or loss.

Your data may be stored on secure third-party platforms used to deliver our coaching services, such as:

- Payment processors
- Coaching software platforms
- Email marketing systems

We ensure these providers comply with relevant data protection laws.

## 6. Data Retention

We retain your personal data only for as long as necessary to:

- Provide our services
- Meet legal or regulatory requirements
- Resolve disputes

When your data is no longer required, it will be securely deleted.

## 7. Sharing Your Information

We do not sell your personal data.

We may share your information with trusted third parties where necessary to provide our services, including:

- Payment providers
- Software platforms
- Professional advisers (such as accountants or legal advisers)

All third parties are required to respect the security of your data.

## 8. Your Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Restrict or object to processing
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, please contact us at:  
[lee@flexxtraining.com](mailto:lee@flexxtraining.com)

## 9. Cookies

Our website may use cookies to improve user experience and analyse website performance.

You can control cookie preferences through your browser settings.

For further details, please see our [Cookie Policy](#)

## 10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

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## 11. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

FLEXX Training

Email: [lee@flexxtraining.com](mailto:lee@flexxtraining.com)

Website: <https://www.flexxtraining.com/>

# Cookie Policy

**FLEXX Training**

Last updated: 03/05/2026

This Cookie Policy explains how FLEXX Training uses cookies and similar technologies on our website.

By continuing to use our website, you agree to the use of cookies in accordance with this policy, unless you disable them via your browser or cookie preferences.

## 1. What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function properly, improve user experience and provide information to the website owner.

Cookies do not give us access to your device or personal files.

## 2. Types of Cookies We Use

### Strictly Necessary Cookies

These cookies are essential for the website to function properly. They enable core features such as:

- Page navigation
- Secure areas of the website
- Form submissions

Without these cookies, the website cannot operate effectively.

## **Performance & Analytics Cookies**

These cookies help us understand how visitors use our website by collecting anonymous information such as:

- Pages visited
- Time spent on pages
- Traffic sources
- Device and browser type

We may use tools such as Google Analytics or similar platforms to analyse this data. This helps us improve website performance and user experience.

## **Functionality Cookies**

These cookies allow the website to remember choices you make, such as:

- Form inputs
- Preferences
- Login details (if applicable)

They help provide a more personalised experience.

## **Marketing & Advertising Cookies**

If applicable, we may use marketing cookies to:

- Deliver relevant adverts
- Track the effectiveness of advertising campaigns
- Retarget visitors on social media platforms

These cookies may be set by third-party providers such as Meta (Facebook/Instagram) or Google.

### 3. Third-Party Cookies

Some cookies may be set by third-party services integrated into our website, including:

- Payment processors
- Coaching platforms
- Email marketing software
- Analytics providers

These providers have their own privacy and cookie policies, which we encourage you to review.

### 4. How Long Cookies Are Stored

Cookies may be:

- **Session cookies** – deleted when you close your browser
- **Persistent cookies** – remain on your device until they expire or are manually deleted

The duration depends on the specific cookie used.

### 5. Managing Cookies

You can control and manage cookies in several ways:

- Adjust your browser settings to block or delete cookies
- Use our cookie consent banner (if implemented) to manage preferences
- Opt out of certain analytics services directly via their platforms

Please note that disabling certain cookies may affect website functionality.

### 6. Legal Basis for Using Cookies

Under UK data protection law and the Privacy and Electronic Communications Regulations (PECR), we:

- Use strictly necessary cookies without consent
- Obtain consent before placing non-essential cookies (such as analytics or marketing cookies)

You may withdraw your consent at any time.

### 7. Changes to This Policy

We may update this Cookie Policy from time to time to reflect changes in law or website functionality. Updates will be posted on this page with a revised date.

## **8. Contact Us**

If you have any questions about our use of cookies, please contact:

FLEXX Training

Email: [lee@flexxtraining.com](mailto:lee@flexxtraining.com)

Website: <https://www.flexxtraining.com/>