

# Privacy Policy.

Revised and updated April 2024.

Crank Cycle Coaching ('I', "us", "we", or "our"), trading as Crank Cycle Coaching Ltd or referred to as AK, is committed to your privacy being protected.

Should we ask you to provide certain personal information (through the website or any other source) please be assured it will only be used in accordance to this privacy policy. Our policy is in compliant to the recent change in data legalities, in particular GDPR, and will inform you of the collection of data, marketing options, access to your information, our contact details.

## What information do we collect about you?

We may ask you to provide us with certain personal details and/or information including but not limited to:

- Name
- Contact information including email address
- Postal and Billing Address
- Date of Birth
- Relevant information about your health and Fitness
- Any information provided from surveys if you voluntarily complete them

We collect this information to process and manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

## How do we use your data?

We use your data for various purposes including:

- To personalise our website for your repeat visits
- To notify you of any changes to our service and improve our communication
- To improve our client journey
- To allow you to voluntarily participate in interactive features

Crank Cycle Coaching does not share, trade or sell your personal information for marketing purposes or for financial gain to any other company or third parties.

We do not store any bank account or credit card information at any point when transacting with us.

**Marketing.**

We would like to keep you updated with our special offers and newsletters and other information we feel you will benefit from. You are welcome to opt out of receiving any, or all, of these communications from us at any time. If you no longer wish to be contacted for marketing purposes, please email [simon@crankcyclecoaching.com](mailto:simon@crankcyclecoaching.com)

**Linked websites.**

On occasion our website may link to other websites or services, or may just contain links we feel you will find useful. This privacy policy relates to Crank Cycle Coaching and this website and social media channels. Any information, thoughts or expressions are that of the linked website and not of that of Crank Cycle Coaching. If you click on a link please view all other visited sites and their own privacy policies referring to the use of your data.

**How long do we hold your data for?**

Hiit and Healthy will hold your personal data for as long as deemed necessary. If you wish to have your data removed please contact [Katy@hiitandhealthy.co.uk](mailto:Katy@hiitandhealthy.co.uk).

**Access to your data.**

You have the right to request a copy of the personal information we hold on you at any time. If you wish to have a copy of this data, please email [katy@hiitandhealthy.co.uk](mailto:katy@hiitandhealthy.co.uk).

**Heard of cookies (not the kind you eat)?**

Cookies are text files that are placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track the number of visitors and any patterns of the use of our website and then statistical reports are produced.

If you wish to set your browser to not accept cookies, please find out how using the link below. However, with cookies removed some of our website features may not function as well.

Further information can be found on [www.aboutcookies.org](http://www.aboutcookies.org).

**Changes to our privacy policy.**

From time to time this policy and any information relating to this policy may be updated. Any changes will be noted here with an effective from date. Please check back to this policy regularly.

**Contact us.**

If you have any questions or queries regarding our privacy policy, please contact us on:

simon@crankcyclecoaching.com

07715 555855

**Making a complaint.**

If you are unhappy about our use of your data, please contact us via the above methods. If you feel we can not help you, you can lodge a complaint with the UK Information Commissioner's Office at:

0303 123 1113

<https://ico.org.uk/concerns>

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF