

# KMDT Terms and Conditions

KMDT is committed to a robust, transparent policy governing how data is collected, stored, and shared.

This document will outline what information we collect, why we collect it, and who we share it with. We also outline how you may request access to your data and how you can update or delete your data.

We have kept this simple by avoiding long, confusing legalese in favor of a simple, straightforward overview of how we ensure and respect your privacy. If anything is not clear, or you'd like to talk through any part of this document, please contact us at [info@kmdt.co.uk](mailto:info@kmdt.co.uk).

**Who's involved?** KMDT and all worldwide subsidiaries and affiliates, together known as "KMDT "the Service," "we," "us," or "our" provides the service.

- A **User** ("User", "you", "your") is a person who uses KMDT
- A **Fitness Business** ("Business") utilizes KMDT to help manage their business
- A **Customer** ("Customer") is a User who is a customer at a particular Business

This Privacy Policy governs all data supplied to the Service by a User.

## What types of information do we collect?

### Personal Data

KMDT facilitates the relationship between Customers and Businesses. In doing so, KMDT acts as a data controller for a Customer's data jointly with the Business. KMDT will collect information such as name, email address, date of birth, payment details, or other information the Business would like to collect.

Personal data is only ever collected voluntarily by the User or provided directly by the Business.

Personal Data will only be used in ways that are in line with why it was originally provided. For example, we will not contact someone designated as your emergency contact for marketing purposes.

### **Usage Data**

During normal operations, we collect information about how Users interact with the Service, such as IP address, browser, operating system, referral source, length of visit, and clickstream data. This data contains a identifier that allows us to determine the User who made the request. This data is used to troubleshoot, analyse, optimize, and improve the Service, and is retained indefinitely for compliance and troubleshooting purposes.

### **How do we collect personal information?**

Personal information is either collected directly by the User, or it is provided by the Business on behalf of a User.

A Business may provide information on behalf of a User if they are switching to KMDT from an alternate system, or if they are setting up a User's account for them.

### **Cookies**

Like most websites, we utilize Cookies, which are small text files that are saved by your browser when you access our Service. We use cookies to identify when you've logged into the Service, to prevent against abuse, and to generally provide the Service. You may choose to not accept some or all of KMDT cookies through your browser's preferences, but you may not be able to access some or all of the Service.

We may also utilize third party services that use cookies to help analyse usage of the Service, which may also collect personal information.

KMDT does not respond to "Do Not Track" or similar signals from browsers.

## **How we use personal information**

### **To facilitate the relationship between a User and a Business**

Businesses use KMDT to help manage their business. KMDT allows Businesses to view and manage personal information from Users in order to facilitate the normal operations of a Business.

**To provide, troubleshoot, and improve our services** It may sound obvious, but KMDT uses a User's personal information to operate by displaying this data to that User as well as to Businesses they are associated with. Additionally, KMDT may use this information to help troubleshoot issues, such as looking up a User by name or email address. We will also use personal information to help improve the Service, such as by analysing data to prioritize features relevant to our Users.

### **To provide announcements about the Service**

Occasionally we will notify Users of updates to the Service, changes to policies, and to disclose any issues that may put their personal information at risk.

## **Children**

KMDT is not intended to be directly used by anyone under the age of 4. A parent or guardian may utilize the Service on behalf of a child so long as they are using the Service for its intended purpose. If we learn someone under the age of 4 has used the Service, we will take appropriate action to remove that User's personal information and restrict any future access by that User.

## **International data transfer**

The Service operates on and all data is stored on computers physically located within the United Kingdom. All data collected internationally will be transferred to, processed, and stored within the United Kingdom. KMDT will maintain relevant certifications to ensure this transfer of data is compliant with local laws and regulations.

KMDT complies with the EU-UK Privacy Shield Framework and the Swiss-UK Privacy Shield Framework as set forth by the UK Department of Commerce regarding the collection, use, and retention of personal information transferred from European Union and Switzerland to the United Kingdom, respectively. KMDT has

certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification page, please visit <https://www.privacyshield.gov/>

In compliance with the EU-UK and Swiss-UK Privacy Shield Principles, KMDT commits to resolve complaints about your privacy and our collection or use of your personal information. European Union or Swiss individuals with inquiries or complaints regarding this privacy policy should first contact [info@kmdt.co.uk](mailto:info@kmdt.co.uk) at the address listed at the end of this document.

KMDT has further committed to refer unresolved privacy complaints under the Privacy Shield Principles to an independent dispute resolution mechanism, the BBB EU PRIVACY SHIELD, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please visit [www.bbb.org/EU-privacy-shield/for-eu-consumers](http://www.bbb.org/EU-privacy-shield/for-eu-consumers) for more information and to file a complaint.

## **Disclosure to other parties**

A User's personal information, except for name and email address, is always provided within the context of a Business. The name of the Business will be plainly visible during registration and whenever personal information is being provided by a User. The relevant Business will be acting as a data controller and must abide by the policies outlined in this policy.

We may employ companies and individuals to manage or provide the Service on our behalf, (including, without limitation, payment processing, support, hosting, and administration). These parties will only be given access to data necessary to perform the required task, must fully comply with this policy, and cannot use any data acquired from KMDT for any other purpose than what they were tasked to do.

KMDT will comply with any lawful request we receive from a government, law enforcement agency, or private party that we

believe to be reasonably necessary and appropriate to prevent or stop any activity that we consider to be illegal, unethical, unauthorized, harmful, or malicious.

We may sell, transfer, or share some or all personal information in connection with a business deal, such as a merger, financing, acquisition, or sale. All personal information will be handled in accordance with this privacy policy. You will be notified by email and/or prominently within with Service about any ownership changes that may impact how a User's personal information is used.

## **Retention**

We use industry standard backup procedures and will retain backups of our database for 30 days, which means that once a piece of data has been deleted from our system, it will take 30 days before it is cleared from our backups.

Some personal information may be retained for legal or legitimate business purposes. For example, a User's payment and class attendance history at a Business is retained indefinitely. Data that does not serve a legitimate business purpose will be deleted upon request or when it is no longer needed.

## **Requesting, changing, or deleting data**

Most information about a User is able to be viewed and updated through the Service. Upon request, to the extent as required by applicable law, KMDT will grant Users reasonable access to personal information that it holds about them. TeamUp will take reasonable steps to allow a User to correct, amend, or delete personal information. You make such requests by emailing [info@kmdt.co.uk](mailto:info@kmdt.co.uk). We may require the User to verify their identity before we disclose any personal information.

## **Updates to this policy**

We reserve the right to change this Privacy Policy from time to time. We encourage you to periodically review this document for the latest information about how we handle personal information and ensure privacy. If we make material changes to this Privacy Policy, we will notify Users via email or another method that is reasonably likely to reach the User.

Continued use of the Service will constitute acknowledgement and acceptance of the Service.

## **Our details**

KMDT is incorporated in the United Kingdom with our principal place of business being 20-22 Wenlock Road, London, England, N1 7GU. You may contact us via mail at that address, or email at [info@kmdt.co.uk](mailto:info@kmdt.co.uk).

Our Data Protection Officer can be contacted at the same physical and email address listed above.