

UnScared Privacy Policy

General information

This is the privacy policy of UnScared v.o.f., a company with address at Vaartsestraat 35, 3511 TA Utrecht, the Netherlands and registered with the Trade Register of the Chamber of Commerce under number: 61632201 (“UnScared”).

Why do we have a privacy statement?

If you are a client or want to become a client at UnScared, buy tickets for and/or participate in events organised by UnScared, visit the UnScared premises or the UnScared website (www.unscaredcrossfit.com), use the UnScared application on your phone or tablet, communicate with UnScared by email, online, through social media or in any other way, UnScared will process certain personal information from you. Our goal is to be transparent about the processing of your personal information and that is why UnScared has this privacy policy in place. UnScared processes personal data in a manner that is in accordance with the General Data Protection Regulation (“GDPR”) and other current privacy legislation.

What personal data do we collect?

UnScared collects the following data you provide us with directly:

Website and application

UnScared collects information that your browser sends whenever you visit the UnScared website. This log file may include information such as your computer's Internet Protocol address, browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages and other statistics. When you register for a profile on the UnScared website and/or the UnScared application or when you log into such profile, UnScared will process the following information about you: your username, password and email address. UnScared also processes the information you provide for your user profile on the website and/or the application, such as: language choice, profile picture and potential injuries.

Services

When you register for an intro class, a drop-in or when you buy tickets for an event organised by UnScared, UnScared will process the following information you have provided UnScared with at registration: your name, email address, phone number and bank details (only when buying tickets).

When you register as a client of UnScared, UnScared will process the following personal information you have provided UnScared with: your name, address, email address, phone number, date of birth, gender and bank account details. UnScared will also process some physical information, information about your health and whether you currently suffer from injuries or have suffered from injuries in the past after you have provided your explicit consent for the processing of this information.

When you use the services provided by UnScared, UnScared will continue to process the personal information you provided UnScared with when you registered as a client and the information you provided for your profile on the website and/or application. In addition, the following information will also be processed when using the services of UnScared and the website and/or application: membership number, personal coach, language choice, recorded visits, type of services purchased and data you entered in the UnScared application such as: data on workouts or events you subscribed for, personal performance at workouts or events and your (requests for) buddies.

Surveillance

UnScared has installed cameras in and around the UnScared premises. These cameras are installed for purposes of surveillance, access control, evidence preservation and the security of the people and goods in our premises and are obviously not installed in locker rooms, showers and/or toilets. It is possible that you appear on the images recorded by these cameras. UnScared only has access to these images for a limited amount of time before they are automatically deleted and UnScared only uses these images when it is strictly necessary.

Communication

UnScared processes all communication between UnScared and yourself, such as email correspondence, client surveys, feedback requests and questions directed to UnScared through the contact page on our website. These means of communication have either been initiated by yourself (such as questions referred to us by email) or have been initiated by UnScared after which you have chosen to provide this information to us (such as completing a client survey).

Social media

The information that you personally enter on social media or that we collect in response to your reactions to social media statements by UnScared are processed by UnScared. This may include personal information that you enter on the content page of the relevant platform, such as your email address, name, address, place of residence or a telephone number.

How do we collect your personal data?

You directly provide UnScared with most of the data we collect. We collect data and process data when you:

- Use or view the UnScared website via your browser's cookies;
- Register for, log into and/or add information to an UnScared account on the UnScared website or application;
- Register online or place an order for any of the services or events offered by UnScared;
- Voluntarily complete a customer survey or provide feedback on any of the (online) message boards or via email.
- Communicate with UnScared through email, social media or otherwise;
- Appear on surveillance camera images.

UnScared may also receive your data indirectly from the following sources:

- Sportbit Manager, a partner of UnScared who provides UnScared with the UnScared application. The UnScared application serves as an all-in-one tool for client administration, lesson scheduling, programming workouts and handling payments;
- Fysiofabriek, a partner of UnScared who provides physiotherapeutic services and who will provide UnScared with information on the state of your recovery so that you can still participate in the lessons with alternative exercises;

What is the purpose of processing your personal data?

UnScared collects your personal data for the following purposes:

- Providing you with the services you require;
- Keeping you informed and staying in touch with you;

- Informing you about special offers on other products and services you might like;
- Analysing, reporting and researching on how to improve our services;
- Fulfilling the legal obligations of UnScared;
- Protecting the safety and goods of UnScared, its clients and its visitors;

When UnScared wants to further process your personal information for a purpose other than that for which the personal information was originally collected then UnScared will provide you with information on that other purpose and with any relevant further information prior to that further processing.

What is the legal basis for the processing of your personal data?

The GDPR prescribes that UnScared may only process your personal information when it has a legal basis for such processing. These legal bases are:

- Performance of a contract;
- Consent from a client;
- Compliance with a statutory obligation;
- Protecting vital interests of clients;
- Fulfilment of a task carried out in the public interest or the exercise of a public authority; and
- The pursuit of a legitimate interest.

Execution of a contract

When you book an intro class, register for a drop-in or an event, register as a client or when you use the services of UnScared, you are requesting a service from UnScared. UnScared relies on the legal basis of the performance of a contract between UnScared and yourself when providing you with these services. UnScared needs certain personal information in order to be able to provide the requested services to you.

Consent from a client

At registration for one of our services, UnScared will request your consent for the following: appearance on photographic images or video footage created by UnScared, publication of your name on attendance lists for workouts and events and buddy requests. Any given consent can always be withdrawn by unticking the relevant box in your profile on the website or in the application or by sending an email to info@unscaredcrossfit.com. UnScared will only process your personal information in accordance with the legal basis of consent if you have provided UnScared with your consent to do so and you have not withdrawn your consent at that time.

Compliance with statutory obligation of UnScared

UnScared strives to comply with all the rules and regulations which are applicable to UnScared in any given circumstance. When UnScared is required to process your personal information on the basis of such statutory obligation, UnScared will comply. An example of such statutory requirement applicable to UnScared is the obligation of UnScared to withhold wage tax on the remuneration of its staff or the obligation to charge VAT on the services UnScared provides. UnScared will rely on the legal basis of compliance with a statutory obligation for any personal information processed in that respect.

Vital interests

When something happens to you during your visit at UnScared pursuant to which you are unable to take care of your own health and safety, UnScared will rely on the legal basis of protecting your vital interest when providing your personal information to the relevant emergency services.

Public interest

In the event UnScared needs to process your personal information due to a task carried out in the public interest or pursuant to the exercise of a public authority, UnScared will do so. This will probably not occur very often.

Legitimate interest

UnScared may process your personal information for certain legitimate business purposes UnScared may have, which may include some or all of the following:

- to enhance, modify, personalise or otherwise improve services and/or communications for the benefit of the clients;
- to identify and prevent fraud;
- to protect the property of UnScared and the clients and to preserve any evidence of offences;
- to enhance the security of our network and information systems;
- to better understand how users interact with our website;
- to provide communications which may be of interest to you;
- to determine the effectiveness of promotional campaigns and advertising.

If one or more of the above is the case, UnScared will rely on the legal basis of its legitimate interest when processing your personal information. Whenever UnScared processes personal information based on its legitimate interests, UnScared will ensure that your data protection rights are always kept in high regard.

When you become a client of UnScared, UnScared may use your personal information to send you important service notifications, newsletters, information about other UnScared products and services, special offers from UnScared or from third parties and/or information about other carefully considered and specific purposes which are in the interest of UnScared in order to enhance the services provided by UnScared but which will also benefit clients. UnScared may also use your personal information for research, report and analysis, with the aim of improving our services. The data used for this purpose is at an aggregated level, which means that the data does not contain information about individuals but only contains information about specific groups based on usage, age or (new) membership. You decide whether you want to participate in this or not. If you indicate that you would prefer not to receive this type of communication anymore then you can unsubscribe at any time by clicking the unsubscribe button available in these messages or by sending an email to info@unscaredcrossfit.com.

UnScared has installed cameras in and around the UnScared premises. These cameras are installed for purposes of surveillance, access control, evidence preservation and the security of the people and goods in our premises and are obviously not installed in locker rooms, showers and/or toilets. It is possible that you appear on the images recorded by these cameras. UnScared only has access to these images for a limited amount of time before they are automatically deleted and UnScared only uses these images when it is strictly necessary.

Sharing personal information with third parties

First of all: UnScared does not sell or otherwise disclose any personal information of clients to third parties for their direct marketing activities. Only if UnScared is obliged by law to cooperate with the authorities, then UnScared will comply after having received an official notice pursuant to which cooperation is requested. An example would be the situation that the police requests information for an ongoing criminal investigation.

Please note that UnScared works together with a number of third parties when processing your personal information. These third parties are carefully selected and will only be engaged after

UnScared has entered into an agreement with them regarding the use and the protection of the personal information shared with these third parties. The processing of personal information takes place in cooperation with third parties in the following situations: offering intro classes, regular classes, drop-ins and other events, registration as a client, buying tickets for events organised by UnScared, (online) marketing, market research, debt collection, advertising and analysing the effectiveness of advertisements, web analysis, membership administration, customer service, the use of the mobile application, management of contact details, management of banking transactions and secure storage of other (personal) information.

At the moment, UnScared works together with a number of partners mentioned below in order to process your personal information and/or to improve its services to you:

- SportBit Manager
- Fysiofabriek
- Mailchimp
- Eventbrite
- Calendly
- G Suite (Google)
- Adviesgroep Medische en Vrije Beroepen
- Foscam

Please note that any information or content that you voluntarily disclose directly to third parties or online of your activities at the UnScared premises or during activities or events organized by UnScared becomes available to these third parties and/or to the public. Once this happens, that information or content may be re-shared by others. If you remove information that you have disclosed, copies may remain viewable in cached and archived pages or if third parties have copied or saved that information.

How and how long does UnScared store your data?

UnScared securely stores your data and has appropriate technical and organizational security measures in place to protect personal data against loss, destruction or damage, unauthorized access, or any other form of unlawful processing of your personal information.

UnScared will keep your personal data for as long as necessary for the purposes for which UnScared process your personal data and no longer than is necessary and/or permitted by law. The actual retention period will depend on the type of personal information. Once this time period has expired, UnScared will delete your personal information or have it anonymized.

What are your data protection rights?

UnScared would like to make sure you are fully aware of all of your data protection rights. Everyone whose personal information is processed by UnScared is entitled to the following rights:

- **The right to access** – You have the right to request UnScared for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that UnScared correct any information you believe is inaccurate. You also have the right to request UnScared to complete the information you believe is incomplete.
- **The right to erasure** – You have the right to request that UnScared erase your personal information, under certain conditions.

- **The right to restrict processing** – You have the right to request that UnScared restrict the processing of your personal information, under certain conditions.
- **The right to object to processing** – You have the right to object to UnScared’s processing of your personal information, under certain conditions.
- **The right to data portability** – You have the right to request that UnScared transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, UnScared has one (1) month to respond to you. If you would like to exercise any of these rights, please contact us at: info@unscaredcrossfit.com.

Cookies

Cookies are text files placed on your computer, phone or tablet to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For more information about cookies, please visit www.allaboutcookies.org.

How do we use cookies?

UnScared uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in;
- Understanding how users use the UnScared website;
- Improving the usability of the UnScared website.

What types of cookies do we use?

There are a number of different types of cookies the UnScared website uses:

- **Functionality** – UnScared uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer or the location you are in. A mix of first-party and third-party cookies are used.
- **Analytical** – UnScared uses analytical cookies to improve the UnScared website. With this information, which is saved anonymously, UnScared can see which pages have the most visits, which pages deliver error messages, which browser visitors use, etc. In this way, UnScared can monitor the quality and effectiveness of the website and improve its user-friendliness. UnScared does not track individual visitors.
- **Advertising** – UnScared uses these cookies to collect information about your visit to the UnScared website, the content you viewed, the links you followed and information about your browser, device, and your IP address. UnScared sometimes shares some limited aspects of this data with third parties for advertising purposes. UnScared may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on the UnScared website.

Cookies from third parties are also placed on the UnScared website. The privacy and cookie policy of these third parties applies to the use of these cookies. Because these policies can change regularly, UnScared recommend that you consult these privacy and cookie statements regularly. At the moment, the UnScared website contains cookies from the following third parties:

- Google (<https://www.google.com/policies/privacy/>)
- Mailchimp (<https://mailchimp.com/legal/privacy/>)
- Joomla (<https://www.joomla.org/privacy-policy.html>)

- Facebook (<https://www.facebook.com/about/privacy>)
- YouTube (https://www.youtube.com/account_privacy)

How to manage cookies

You can set your browser to not accept cookies and the abovementioned website (www.allaboutcookies.org) tells you how to remove cookies from your browser. However, in a few cases, some of the features of the UnScared website may not function as a result.

Privacy policies of other websites

The UnScared website contains links to other websites. Our privacy policy applies only to the UnScared website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

UnScared keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on October 1, 2020.

Because UnScared is a dynamic company in a rapidly developing environment, it is important that UnScared updates its privacy statement from time to time. UnScared therefore reserve the right to change this privacy policy at any time. You can always find the most current statement on the UnScared website. UnScared therefore advises you to visit this page regularly.

How to contact us

If you have any questions about UnScared's privacy policy, the personal information UnScared hold on you, or if you would like to exercise one of your data protection rights, please do not hesitate to contact UnScared at: info@unscaredcrossfit.com.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that UnScared has not addressed your concern in a satisfactory manner, you may contact the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*) by using the following link: <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/gebruik-uw-privacyrechten/klacht-melden-bij-de-ap>.