

Privacy Policy

1. What does this Privacy Policy mean?

This Privacy Policy (hereafter - the **Privacy Policy**) not only defines the conditions that must be adhered to by all visitors to the lemongym.lt website (hereafter - the **Website**), users of the Lemon Gym app that can be downloaded from iTunes and Google Play (hereinafter - the **App**), Gym LV, SIA (hereinafter - **Lemon Gym**) service recipients, individuals who are actively engaged on Lemon Gym social media accounts, individuals who have agreed to receive Lemon Gym marketing material, individuals participating in Lemon Gym events, and candidates participating in Lemon Gym selection processes (hereinafter - **Customers**), but also provides the basic rules for the processing of personal data, which must be observed by the Customers.

It shall be deemed that the Customer has become familiar with and expresses his or her consent to comply with the Privacy Policy when he or she visits the Website, downloads the App, purchases a service, visits Lemon Gym social media accounts, agrees to receive Lemon Gym direct marketing messages, applies for a job at Lemon Gym, or attends a Lemon Gym event. A Customer who does not agree with any provision of the Privacy Policy shall lose the right to visit the Website, use the App, use any of the services provided by Lemon Gym, apply for a job at Lemon Gym, and be actively engaged on Lemon Gym social media accounts.

2. About Lemon Gym

Gym LV, SIA, legal entity code 40103878721, office address K. Valdemara 4 21, Riga. Contact details for personal data issues: e-mail privatums@lemongym.lv tel. No []. Personal data protection officer xx .

3. What is personal data?

Personal data is any information collected by Lemon Gym about the Customer which may be used to identify the Customer, and which is stored electronically or in any other way.

Personal data includes any information, including the Customer's name, surname, address, and IP address, which is collected by Lemon Gym about Customers for the purposes specified in this Privacy Policy or in the Customer's separate consent or agreement with Lemon Gym.

These data also include the Customer's personal information in the public domain, with which Lemon Gym gains access to by the Customer contacting Lemon Gym via social media or being actively engaged on Lemon Gym social media accounts.

4. How Lemon Gym collects and uses Customers' personal data

Lemon Gym requires Customers' personal data that can be collected in the following ways. In the Privacy Policy, we specify what can be expected when the company collects personal information about:

- individuals who use Lemon Gym services or purchase goods distributed by Lemon Gym;
- individuals who agree to receive Lemon Gym marketing material;
- individuals who have contacted Lemon Gym;
- Website visitors;
- individuals who use the App;
- social media users who in any way address Lemon Gym through Lemon Gym accounts in social media or actively engage therein;
- individuals who participate in Lemon Gym events;
- job candidates.

5. Personal data processed in the provision of services

Purpose of data processing	The personal data processed	Term of data processing	Basis of data processing
Conclusion of contract, sale and provision of services.	<p>Name, surname, e-mail address, date of birth, place of residence (address), telephone number, purchase-related information (date of purchase, description of service, price, discount given).</p> <p>Name, surname, date of birth, place of residence, e-mail address, telephone number of parents (if the service recipient is a minor).</p> <p>These data are necessary; if they are not provided, we will not be able to provide services to you properly.</p>	<p>Documents confirming the conclusion of contracts are stored for 10 years from the date of termination of the contract.</p> <p>A Customer's account data are stored for five years from the day that the Customer logged into the account or made a purchase the last time.</p>	Performance of the contract.
	<p>Medical certificate, including for children (this document is important in order to ensure the interests of all Customers and prevent the spread of contagious diseases, as well as to get information about your ability to exercise).</p>	<p>Customer membership period and one day after its expiration. In the case of a one-time visit - one day after the visit.</p>	Consent.
Provision of services, using the App.	Name, surname, e-mail address, place of residence (address), date of birth, telephone number.	Membership period.	Consent.
Customer identification for admission to Lemon Gym.	Name, surname, e-mail address, date of birth, place of residence (address), telephone number, identification document (only shown if the person did not agree to be identified in a different manner).	Membership period.	Performance of the contract.
	Unreproducible fingerprint model data (for Customers 18 years and over), ID photograph (if a fingerprint model is not submitted).		Consent.

6. Direct marketing

For individuals who have provided their contact details and have expressed their wish to receive information about the goods and/or services offered by Lemon Gym, we will use electronic means (e-mail, SMS) to send offers on the provision of Lemon Gym services or sales of goods, newsletters, and other promotional materials, invite them to participate in sales promotions, ask their opinion on services rendered, and notify them about Lemon Gym news and the procedure for the provision of services.

For the purpose of direct marketing, Lemon Gym will process the following personal data: name, surname, telephone number, e-mail address, address, date of birth (required data, without which we will not be able to send you direct marketing communications); data confirming the right to participate in promotional campaigns, documents confirming fulfilment of promotional campaign conditions (required when participating in promotions); address, gender, family status, work place, number of children (optional data, you can choose whether or not to provide them).

For the purpose of direct marketing, your data will be used for one (1) year after receiving consent.

If you are our active Customer and have not expressed an objection to receiving Lemon Gym direct marketing communications, we will send you e-mails, on the basis of our legitimate interest, regarding goods or services that are similar to the services provided to you or the products you purchase.

You have the right to refuse direct marketing communications at any time by contacting us by e-mail at privatums@lemongym.lv.

If you are 16 years of age, you can express consent to direct marketing communications yourself, but if you are under 16, we will ask for your parent’s consent. In this case, we will ask you to provide the name, surname and e-mail of your parent or guardian, so we can send an enquiry regarding this consent. The personal data listed in this point will be processed by Lemon Gym for one (1) year after the receipt of consent and then deleted.

For direct marketing purposes, your data are transferred to the following companies which belong to a common group of companies:

Company name	Data	Basis	How long the data is stored	Data protection officer and contact details
	Customer’s name, surname, address, e-mail, telephone number.	Consent.	One year from receipt of consent.	

Your e-mail address and telephone are provided to the Facebook and LinkedIn social media networks so that you are shown Lemon Gym advertising.

7. Contact us

The Website provides several ways that you can contact Lemon Gym. We receive, review, and reply to all messages ourselves. If you would like to contact us on the Website, you will provide us with your name, surname, e-mail address, telephone number, the Lemon Gym you attend, and a message or comment.

If you contact us via e-mail, we will process the following data: your name, surname, e-mail address, and the correspondence text.

This data will be processed in order to prepare for the performance of the contract or to answer your questions. If you do not provide your contact details, it will not be possible to contact you.

Please note that the Website may also use e-mail monitoring or blocking software, so you must ensure that the letters you send do not contain any illegal content.

Correspondence is stored for one (1) year from receipt of the message, except for information subject to different retention terms established in the Privacy Policy or relevant legislation.

All personal data you provide when communicating with us is only used for the aforementioned purposes and to review messages and administer and manage communication flows. We undertake not to use your personal

data without your express permission in any publications in such a way that it would be possible to determine your identity.

Please note that we may need to contact you by mail, e-mail, or phone. Please inform us about any changes to your personal data.

8. Website visitors

You can register and create an account on the Website if you are 18 years of age. All information that you provide to Lemon Gym by becoming a registered Customer will be stored and protected by Customer consent, in accordance with the Privacy Policy conditions. If, in our reasonable opinion, you have breached any provision of our Privacy Policy, we have the right to block the Customer account at any time. If you know or suspect that an unauthorised person has found out your registration name or password, you must notify us as soon as possible by e-mail: privatums@lemongym.lv

8.1. Cookies

A cookie is a small file of letters and numbers that we store, with your consent, on your browser or the hard drive of your computer. We use different cookies for different purposes. Cookies also help us to distinguish you from other Website users, which ensures a more enjoyable Website experience for you and allows us to improve the Website.

Most browsers allow you to block all cookies, and with some browsers it is possible to only block third-party cookies. So you can take advantage of these options. However, please note that blocking all cookies will have a negative impact on the use of the Website, and that without cookies, you will not be able to use all of the services provided on the Website.

We use the following cookies, a detailed list of which can be found **HERE**:

(a) Strictly necessary cookies.

These cookies are necessary for the Website to function. The basis for processing data with these cookies is the proper performance of the contract by the Customer visiting the Website, while Lemon Gym ensures the quality and security of the visit. These may include cookies that, for example, enable the Customer to log into and access secured Website zones, use the shopping cart function, or the other services.

(b) Analytical and/or performance cookies.

These cookies allow Lemon Gym to recognise and count Website visitors and monitor how visitors navigate through the Website when they use it. This helps Lemon Gym improve Website performance and ensure that users can easily find what they are looking for. The basis for processing data collected with these cookies is the Customer's consent.

(c) Functional cookies.

These cookies are used to recognise Customers when they return to the Website so that Lemon Gym can adapt the content to the Customer's needs and remember the information relevant to the Customer. The basis for processing data collected with these cookies is the Customer's consent.

8.2. Third party services

- (a) Each time the Customer visits the Website on behalf and in the legitimate interests of Lemon Gym, Google Analytics third-party software is used to collect information on how Customers use the Website, for example, by capturing Customer actions on the Website and establishing visitor behaviour models. This service is used to determine how many people visit the Website and various parts thereof. The information gathered helps to clarify how the Website works, and how Lemon Gym could improve it. Lemon Gym does not identify the Customer and does not allow Google Analytics to do so.
- (b) YouTube videos are provided on the Website. The service provider YouTube controls all information collected by individuals viewing the content that it owns. The YouTube Privacy Policy is available at <https://www.google.co.uk/intl/en-GB/policies/privacy/>.

9. Social media tools

All of the information that you provide us with via social media (including posts, the use of the “Like” and “Follow” functions, and other communication) is controlled by the social network manager.

Website links to our social media accounts. We currently have the following accounts:

- (a) on Facebook, whose Data Policy is available at [https://www.facebook.com/privacy/explanation](https://www.facebook.com/privacy/explanation;);
- (b) on Instagram, whose Privacy Policy is available at <https://help.instagram.com/155833707900388>;
- (c) on LinkedIn, whose Privacy Policy is available at <https://www.linkedin.com/legal/privacy-policy>;
- (d) on YouTube, whose Privacy Policy is available at <https://policies.google.com/privacy?hl=en>.

We recommend that you read the third party privacy notices and contact the service providers directly if you have any questions on how they use your personal data.

10. Participation in Lemon Gym events

With your consent, your participation, name, surname and photograph will be used in informing the public about Lemon Gym events. We promise not to violate your honour and dignity with the use of these photographs. With your consent, your photographs may be published on Lemon Gym social media accounts and the Website.

Media representatives may only publish your photographs in accordance with the requirements of applicable laws, but Lemon Gym is not liable for the actions of media representatives.

Photographs will be published and stored for three years after the event, aside from exceptions permitted by law.

11. Participation in selection processes

We collect and process your CV and/or cover letter and/or other information submitted by you during participation in the selection process for the purposes of recruitment on the basis of your consent, which you express to us or to the recruitment service company by sending us your CV.

If you do not provide your CV and/or cover letter, we will not be able to assess your eligibility for the position offered.

In the event that you do not express your separate consent to the processing of your personal data once this job selection is over, we undertake to delete and/or destroy your personal data within five (5) working days after an employment contract is signed with the successful candidate.

12. Disclosure of data

We may disclose information about you to our employees, managers, intermediaries, service providers or subcontractors if reasonably required for the purposes specified in this Privacy Policy.

In addition, we may disclose information about you:

- if we have to do so by law;
- in order to defend our rights or interests (including the provision of your data to third parties in order to recover your debts to us);
- with a view to sell part of the Company's operations or its assets, by disclosing your personal data to a potential buyer of the operations or part thereof;
- upon selling the Company's operations or a substantial part of its assets to third parties.

Your personal data will not be transferred to a third country and/or international organisation.

Except for the cases provided for in this Privacy Policy, we will not provide your personal data to any third parties.

The list of recipients or categories of recipients specified in the Privacy Policy may change, so if you would like to be informed about changes to the recipients of your personal data, please notify us of this by e-mail at privatums@lemongym.lv, stating in the text of the letter "I would like to receive information about change to the recipients of my personal data; name, surname".

13. Third party material and third-party websites

Our Website and App may contain advertising from third parties. These third parties are solely responsible for the content of such advertising and must ensure that it complies with all applicable laws and regulatory acts.

You can visit a third-party website at your own risk. We do not accept any direct or indirect liability for the content, the accuracy of the information, or opinions expressed on these websites, or for the quality of the goods and services offered.

Our informational material may contain information sourced from third-party websites. Material taken from a third-party website will be marked accordingly and may include a link to the original website. We do not accept any liability for any material that is taken or published on a third-party website that is provided as a link in the informational material we provide to you, or for any personal data used by said third party.

14. Security of your personal data

Your personal data will be processed in accordance with the General Data Protection Regulation, the Republic of Lithuania Law on Legal Protection of Personal Data, and other statutory requirements. In processing your personal data, we implement organisational and technical measures which ensure the protection of personal data against accidental or unlawful destruction, modification and disclosure, as well as any other unlawful processing.

15. Your rights

This section provides information about your rights related to our processing of your personal data and the cases when you can exercise these rights. If you want to receive more information about your rights or exercise them, please contact us by e-mail at: privatums@lemongym.lv.

Lemon Gym will inform you without undue delay, but not later than within one (1) month of receipt of the request, of the actions taken upon receipt of your request for the exercise of your rights. Depending on the complexity of the request and number of requests received, this period may be extended for another two months. In this case, we will inform you within one (1) month of receipt of the request about this extension and the reasons behind it. Lemon Gym will only refuse to implement your rights in the cases provided for by legislation.

15.1. The right to withdraw consent

If you have provided us with explicit consent to the processing of your data, you may withdraw it at any time.

15.2. The right to obtain access to your personal data

We want you to fully understand how we use your personal data, and to not experience any inconveniences for this. You can contact us at any time and inquire whether we are processing any of your personal data. If we are storing and using your personal data in any way, you have the right to obtain access to them. If you would like to do so, please submit a written request to us by e-mail at: privatums@lemongym.lv, and confirm your identity; in submitting such a request, please adhere to the principles of fairness and reasonableness.

15.3. The right to ask for more information

We hope that you will understand that it is very difficult to discuss all possible ways of collecting and using personal data. We strive to provide as clear and comprehensive information as possible, and we undertake to update this Privacy Policy if the process of using personal data changes. Nevertheless, if you have any questions about the use of your personal data, we will be happy to answer them or provide any additional information that we can disclose. If you have any specific questions or did not understand the information provided, please contact us.

15.4. Additional rights

Below you will find information about your additional rights that you can exercise in accordance with the procedure below.

- (a) You have the right to ask us to rectify any inaccuracies in the available data. In this case, we may ask you to confirm the corrected information.
- (b) You have the right to ask us to delete your personal data. Please note that we will only be able to fulfil this request if:
 - your personal data is no longer needed for the purposes for which they were collected (for example, we need your personal data so that we can respond to your letters);
 - we are prohibited from collecting, storing, or using personal data by law;
 - your personal data is not required to establish, implement, or defend a legal claim, for example, in legal proceedings.
- (c) You have the right to ask us to restrict the processing of your personal data or to not process them:
 - for the period required to ascertain the accuracy of your personal data when submitting claims for data accuracy;
 - when our collection, storage or use of your personal data is unlawful, but you decide not to request that the data be deleted;
 - when your personal information is no longer required by us, but you need them to establish, exercise or defend a legal claim;
 - for the period required to determine whether we have a more substantial legal basis to continue processing your personal data if you have exercised your right to express an objection to the processing of personal data.
- (d) You have the right to portability of the data that we received from you with your consent or for the purpose of concluding a contract. If you exercise this right, we will transfer a copy of the data you submitted at your request.
- (e) You have the right to object to us using your personal data:
 - when we use this data in order to ensure our legitimate interests, but do not have a more substantial legal basis to continue using your personal data; or
 - any time when we use your personal data to send newsletters or for direct marketing purposes. In this case, the data will no longer be used for these purposes, but they may be used for other legitimate purposes.

16. Complaints

If you believe that your rights, as a personal data subject, are and/or may be violated, please contact us immediately with a complaint by e-mail to privatums@lemongym.lv. We assure you that upon receiving your complaint, we will contact you within a reasonable time and inform you of the progress of the complaint, and later - on the outcome.

If you are not satisfied with the results of the investigation, you can submit a complaint to the supervisory authority - the State Data Protection Inspectorate.

17. Responsibility

You are responsible for the confidentiality of your password and the data provided, as well as for any actions (data transfer, orders placed, etc.) that are taken on our Website and/or App by logging in with your login details. You may not disclose your password to third parties. If the services provided on our Website and/or App are used by a third party who logged into the Website and/or App with your login details, we consider that it was you who logged in. If you lose your login details, you must immediately notify us thereof by mail, telephone, fax or e-mail.

You are responsible for ensuring that the data that you provided to us is accurate, correct and complete. If the data you submitted changes, you must inform us without delay by modifying the relevant data on the registration form or, if the data is not indicated on the registration form, by informing us thereof by e-mail. We will under no circumstances be liable for damages caused to you due to the fact that you provided incorrect or incomplete personal data or did not inform us of changes to them.

18. Changes to the Privacy Policy

We can update or change this Privacy Policy at any time. The updated or changed Privacy Policy will take effect from the moment it is posted on our Website and/or App. You should check it from time to time to make sure that the current version of the Privacy Policy is acceptable to you.

Upon updating our Privacy Policy, we will inform you about what, in our opinion, the key changes are by posting them on the Website and/or App. If you log into the Website and/or App after the notice is published, you are agreeing to the new requirements specified in the update. The "Last updated" date shown below indicates when the Privacy Policy was last updated.

The last update to the Privacy Policy was made on **23 May 2018**.