

# Your privacy and General Data Protection Regulations

## How we use your information

This privacy notice tells you what to expect when TRIBES collects personal information.

Personal information is held strictly in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018.

It applies to information we collect about:

- visitors to our websites
- people who use our services, for example to enquire about the services we offer
- our members
- job applicants and our current and former employees
- complaints/share your experience information
- any other information that you choose to send to us

## Visitors to our websites

When someone visits TRIBES.fit we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way that does not identify anyone.

## How we uses cookies

### Newsletter

We may deliver occasional newsletters to our subscribers. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our newsletter.

### People who telephone us

When you call TRIBES we may record your call for training purposes and to help us improve our service.

### People who email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

### People who use our online services

Most of services we provide are run in their entirety by TRIBES. Exceptions would be surveys and competitions, which may be partly hosted with third parties.

Where possible, we do not request personally identifiable information unless it is necessary for the functionality of the service being provided. In accordance with the Data Protection Act, we

do not request more information than necessary to supply the service. However, we only use these details to provide the service the person has requested and for other closely related purposes. When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.

## Access to personal information

You can obtain confirmation of the basic information that we hold about you at any time. If it is incorrect, we will correct it when we have received the appropriate notice or evidence from you in writing. You can make a request in writing for information that we hold about you. This is more commonly referred to as Data Subject Access Request.

To make a request to TRIBES for any personal information we may hold about you, you should put your request in writing, the contact details are below.

## Other websites

If you transfer to another website from a link within the TRIBES website, this privacy policy does not apply. We recommend you examine all privacy statements for all third-party websites to understand their privacy procedures.

## Changes to this privacy notice

We aim to keep our privacy notice under review.  
This privacy notice was last updated February 2024.

### Who to contact

If you wish to request information about our privacy policy or access to personal information, please email [info@tribes.fit](mailto:info@tribes.fit).

Should you wish to contact the **Information Commissioners Office**, you can do so by calling **0303 123 1113** or via live chat, which you can access by visiting [this link](#) and clicking on 'make a complaint'.

You can also write to them at the  
**Information Commissioner's Office**  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF