

KETTLEFIT (PTY) LTD

Registration Number: 2026/492760/07

PRIVACY POLICY

Effective Date: 1 July 2026

KettleFit (Pty) Ltd ("KettleFit", "we", "our", or "us") is committed to protecting your privacy and ensuring that your personal information is processed responsibly, securely, and in accordance with the Protection of Personal Information Act, 2013 (POPIA).

By becoming a member or using our services, you consent to the collection and processing of your personal information as described in this Privacy Policy.

1. Information We Collect

We may collect the following information:

- Full name
- Identity or passport number
- Date of birth
- Gender
- Residential and postal address
- Email address
- Mobile number
- Emergency contact details
- Membership information
- Payment information
- Attendance records
- Health information voluntarily disclosed for training purposes
- Photographs or videos where consent has been given or where permitted by law
- Any information provided through forms, our website, email, telephone, or social media.

2. Purpose of Collecting Information

Your personal information is collected to:

- Register and manage your membership.
- Process payments.
- Schedule personal training and classes.
- Communicate important membership information.
- Contact you in emergencies.

- Improve our services.
- Comply with legal and regulatory obligations.
- Maintain security within our facilities.
- Respond to enquiries and customer support requests.
- Send promotional information where you have consented.

3. Legal Basis for Processing

We process personal information where:

- You have provided consent.
- It is necessary to perform our agreement with you.
- We are required by law.
- It is necessary to protect your legitimate interests or ours.

4. Storage and Security

KettleFit takes reasonable technical and organisational measures to protect your personal information against:

- Loss
- Unauthorised access
- Misuse
- Alteration
- Disclosure
- Destruction

Personal information is stored securely and access is limited to authorised personnel.

5. Sharing of Information

We will not sell or rent your personal information.

We may share your information with:

- Payment service providers.
- Accountants or auditors.
- Legal advisors.
- Medical personnel during an emergency.
- Government authorities where required by law.
- Service providers assisting with membership administration.

All third parties are expected to protect your personal information.

6. Health Information

Health information provided by members is voluntary and is used solely to assist coaches in providing safe and appropriate exercise guidance.

Members remain responsible for seeking medical advice before participating in exercise programmes.

7. Photography and Video

Photographs or videos may be taken during classes or events.

These may be used for:

- Marketing
- Social media
- Website content
- Promotional material

Members may withdraw their consent by notifying KettleFit in writing.

8. Marketing Communications

Members may receive newsletters, promotions, or updates.

You may opt out of marketing communications at any time without affecting your membership.

9. Cookies and Website

If you use our website, we may collect limited technical information such as:

- IP address
- Browser type
- Device information
- Website usage statistics

Cookies may be used to improve website functionality and user experience.

10. Retention of Information

Personal information will be retained only for as long as necessary to:

- Manage membership.
- Meet legal obligations.
- Resolve disputes.
- Enforce agreements.

Information that is no longer required will be securely destroyed or anonymised.

11. Your Rights

Subject to applicable law, you have the right to:

- Access your personal information.
- Request correction of inaccurate information.
- Request deletion where legally permitted.
- Withdraw consent where processing is based on consent.
- Object to certain processing activities.
- Lodge a complaint with the Information Regulator of South Africa.

12. Third Party Links

Our website or social media pages may contain links to third party websites.

KettleFit is not responsible for the privacy practices of those websites.

13. Updates to this Policy

KettleFit may amend this Privacy Policy from time to time.

The latest version will always be available upon request and, where applicable, on our website.

14. Contact Details

For questions regarding this Privacy Policy or the processing of your personal information, please contact:

KettleFit (Pty) Ltd

Registration Number: 2026/492760/07

Email: info@kettlefit.co.za

Telephone: 013 880 1344

Physical Address: 38 LANGENHOVEN CRESENT, MBOMBELA