



Privacy Policy

Last updated: May 2026

1. Who We Are

Studio35 Franchising Ltd (trading as Studio35) is the data controller responsible for your personal data.

Company Number: 15141593

Suite G, Castle Mews
Hadleigh
SS7 2PA

Email: franchise@studio35club.com

Each individual Studio35 club is responsible for managing the data of its own members. However, Studio35 Franchising Ltd may also access and process data for operational, administrative, support, and franchise management purposes.

2. What Information We Collect

We may collect and process the following information:

- Name
- Email address
- Telephone number
- Information submitted through contact forms
- Membership-related information
- CCTV footage recorded within our gym facilities
- Technical website usage data, including IP address, browser type, and pages visited

3. How We Collect Your Data

We collect data when you:

- Submit a contact form through our website
- Contact us by email, phone, or social media
- Join or interact with a Studio35 club
- Visit our website
- Visit our gym premises where CCTV is in operation

4. How We Use Your Information

We use your information to:

- Respond to enquiries
- Manage memberships and customer relationships
- Provide customer support
- Improve our website and services
- Monitor and maintain security within our gyms
- Comply with legal obligations

We only process your personal data where we have a lawful basis to do so under UK GDPR.

5. Website Analytics and Cookies

Our website may use cookies and analytics tools to help us understand how visitors use the site and improve performance.

These tools may collect information such as:

- Pages visited
- Time spent on the website
- Device and browser information
- General location data

You can control or disable cookies through your browser settings.

6. Third-Party Service Providers

We may share your data with trusted third-party providers who help us operate our business, including:

- ClubRight – gym management and CRM software
- GoCardless – payment processing
- Stripe – payment processing
- London & Zurich – direct debit collection services

These providers are required to keep your information secure and only process it for authorised purposes.

7. CCTV

CCTV operates within Studio35 gym locations for the purposes of:

- Crime prevention
- Member and staff safety
- Protection of property

CCTV footage is stored securely and only accessed where necessary.

8. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, misuse, loss, or disclosure.

9. How Long We Keep Your Data

We only retain personal data for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, and operational requirements.

10. Your Rights

Under UK GDPR, you have rights including:

- The right to access your personal data
- The right to correct inaccurate information
- The right to request deletion of your data
- The right to restrict or object to processing
- The right to data portability
- The right to withdraw consent where applicable

To exercise any of these rights, please contact us at franchise@studio35club.com.

11. Complaints

If you are unhappy with how we handle your data, you have the right to complain to the UK Information Commissioner's Office (ICO).

12. Changes to This Policy

We may update this Privacy Policy from time to time. Any updates will be posted on this page with a revised "Last updated" date.