

PRIVACY POLICY

Dragonfly Wellness Málaga.

1. Data Controller

- **Business Name:** Cole Aaron Scott
- **NIF:** Z0854186V
- **Trade Name:** Dragonfly Wellness Málaga
- **Email:** ptcontact@dflywell.com

2. Purpose of the Processing

To provide our services, we collect different types of personal data through our website, in the "Plans & Pricing" and "Contact" sections. The personal data we collect is used for the following purposes.

➤ Customer and Service Management:

Purpose: Manage the contractual relationship, provide personal training and guided classes services, manage reservations and payments, and respond to inquiries and requests.

Data Categories:

- Identification data: Name and surname, postal address, telephone, email.
- Economic and financial data: Bank details to manage payments, purchase history.
- Contact and communication data: Registration of inquiries and communications.
- Health data: Information about injuries, medical conditions relevant to training, fitness goals.

Legal Basis:

- **Contract execution:** Article 6.1.b) of the GDPR. Processing is necessary for the execution of the service contract you have with us.
- **Consent:** Article 6.1.a) of the GDPR. In some cases, such as the processing of health data, we must request your explicit consent.

➤ Commercial Communications:

Purpose: Send information about our services, promotions, news, events, and relevant content.

Data Categories:

- Identification data: Name and surname, email.

- Preference data: Preferences about types of services and communications.

Legal Basis:

- **Consent:** Article 6.1.a) of the GDPR. We will only send you marketing and advertising communications if you have given us your explicit consent to do so.
- **Legitimate interest:** Article 6.1.f) of the GDPR. In the case of clients who have already contracted our services, we may send them commercial communications related to the contracted services or similar, provided that this does not violate their rights and fundamental freedoms. This legitimate interest is based on our need to keep our clients informed about news and offers relevant to them, and on the reasonable expectation that they wish to receive such information.

➤ **Personal details that we must collect by law:**

Purpose: Comply with our legal obligations in tax, accounting, labor, and data protection matters.

Data Categories:

- Identification data: Name and surname, postal address, telephone, email.
- Economic and financial data: Bank details, payment history, invoices.

Legal Basis:

- **Compliance with a legal obligation:** Article 6.1.c) of the GDPR. Processing is necessary to comply with the laws and regulations that apply to us.

➤ **Optional User Profile Data:**

Purpose: This section of your user profile allows you to share additional information to personalize and optimize your training experience. The data you provide here will help your coach better understand your needs and goals, allowing them to design a more effective training plan tailored to you.

Data Categories:

- Health Data: Current weight, body measurements, relevant medical conditions (injuries, chronic diseases, etc.).
- Fitness Goals: Weight loss, muscle mass gain, improved endurance, etc.
- Other data of interest: Training preferences, level of physical activity, schedule availability, etc.

Legal Basis:

- **Consent:** Article 6.1.a) of the GDPR. The inclusion of this data in your profile is completely optional and requires your explicit consent. You can modify or delete this information at any time.

Confidentiality and security:

The health data you share in your profile will be treated with the utmost confidentiality and will be subject to the same security measures as the rest of your personal data.

Only your assigned trainer will have access to this information, and only for the purpose of designing and adjusting your training plan.

Additional Information:

- We only collect the data strictly necessary for each purpose.
- We do not use your data for purposes incompatible with those described here.
- Your data will not be transferred to third parties without your knowledge, unless it is necessary for the fulfilment of a legal obligation.
- We strongly recommend that you share accurate and up-to-date information about your health status and fitness goals. This will allow your trainer to personalize your training plan and maximize your results.
- If you have any questions about the privacy of your data or wish to exercise your rights of access, rectification, deletion, opposition or limitation of processing, you can contact us through the channels indicated in section 4 of this policy.

3. Recipients of the Data

At Dragonfly Wellness Málaga, we are committed to protecting the confidentiality of your personal data. Therefore, we do not transfer your data to third parties, except in the following cases:

Necessary service providers: We share your data with those providers that provide us with essential services for our business, such as:

- **Wix Payments:** Wix Payments is a payment solution integrated into the Wix platform. To do this, Wix Payments collects and processes data such as your name, credit/debit card details, billing address, and payment history. Wix Payments complies with PCI DSS security standards to protect your financial data.
- **Wix.com Ltd:** Wix provides us with the platform for the development and maintenance of our website, the management of subscriptions, the management of communications with clients, and the hosting of our web domain. In this sense, Wix.com Ltd may have access to data such as your name, email, billing information, and data on interaction with our website.

Compliance with legal obligations: We may transfer your data to competent authorities if required by law or a court order.

Additional information about Wix Payments: Wix Payments offers you the option to save your card details to facilitate future payments.

If you decide to use this option, your data will be stored and managed by Wix Payments in accordance with their own privacy policy.

We recommend that you consult this policy to obtain more information on how Wix Payments processes your data: <https://es.wix.com/about/privacy>

Transparency and control: We will always inform you clearly and transparently about the recipients of your data and the purposes for which it is shared.

In addition, we remind you that you can exercise your rights of access, rectification, deletion, opposition, limitation of processing, and portability at any time, as described in section 4 of this Privacy Policy.

Data minimization: We only share the data strictly necessary for each purpose.

Contracts with providers: We have agreements with our service providers that guarantee that your data will be treated securely and confidentially, in accordance with data protection regulations.

4. Rights of Data Subjects

In accordance with the General Data Protection Regulation (GDPR) and Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights (LOPDGDD), you have the following rights regarding your personal data:

- **Right of access:** You can request confirmation of whether we are processing your personal data and, if so, access it and obtain information on how we process it.
- **Right to rectification:** You can request that we correct any inaccurate or incomplete personal data.
- **Right to erasure ("right to be forgotten"):** You can request that we delete your personal data when it is no longer necessary for the purposes for which it was collected, you have withdrawn your consent, you have objected to the processing, or the processing is unlawful.
- **Right to object:** You can object to the processing of your personal data, especially when the processing is based on our legitimate interest.
- **Right to restriction of processing:** You can request that we restrict the processing of your data in certain circumstances, such as when you contest the accuracy of the data or have objected to the processing.
- **Right to data portability:** You can request that we provide you with your personal data in a structured, commonly used, and machine-readable format, or that we transmit it directly to another data controller, when technically feasible.

How to exercise your rights:

To exercise your rights, you can send a written request to the Data Controller:

ptcontact@dflywell.com.

Please indicate in the subject "EXERCISE OF DATA PROTECTION RIGHTS."

Identity verification:

To protect your personal data, we will verify your identity before processing your request. If you are a user or subscriber of Dragonfly Wellness, we will use the user data you provided us. Otherwise, we will request a copy of your ID or other valid identification document.

Response time:

We will respond to your request within a maximum period of one month from its receipt. If the request is complex or we receive numerous requests, we may extend this period up to two more months, duly informing you.

Complaint to the Supervisory Authority:

If you consider that we have not processed your personal data in accordance with the regulations, you can file a complaint with the Spanish Data Protection Agency (AEPD) through its website: [Agencia Española de Protección de Datos | AEPD](#)

5. Data Retention Period

Your personal data will be kept for the time strictly necessary to fulfill the purposes for which it was collected and with the legal obligations that apply to us. We apply the following retention criteria:

- **Data of clients and users:** The personal data provided for the management of the contractual relationship and the provision of services will be kept for the duration of said relationship and, subsequently, during the limitation period of the legal actions that may arise (generally 5 years).
- **Data used for commercial communications:** If you have given us your consent to receive commercial communications, we will keep your data until you revoke said consent.
- **Data necessary to comply with legal obligations:** The data necessary to comply with tax, accounting, or labor obligations will be kept for the legally established periods.

Once the indicated retention periods have ended, your personal data will be deleted or anonymized securely.

Additional information:

- **Periodic review:** We periodically review our retention periods to ensure that your data is not kept longer than necessary.
- **Data blocking:** In certain cases, such as when you exercise your right to object or restrict processing, we may block your data instead of deleting it, to guarantee compliance with legal obligations.

Transparency: If you wish to obtain more information about the specific retention periods that we apply to your personal data, you can contact us through the email ptcontact@dflywell.com.

6. Security Measures

At Dragonfly Wellness Málaga, we use the Wix platform to guarantee the security of your personal data. Wix implements a set of robust technical and organizational measures to protect your data against unauthorized access, loss, alteration, or accidental or unlawful disclosure.

- **SSL Certificate:** Wix provides an SSL certificate to encrypt communication between your browser and our website, ensuring that your data is transmitted securely.
- **Protection against DDoS attacks:** Wix uses protection systems against distributed denial of service (DDoS) attacks to guarantee the availability of our website and avoid interruptions in service.
- **Vulnerability scanning:** Wix performs periodic vulnerability scans on its platform to detect and correct possible security flaws, keeping our systems updated and protected.
- **Compliance with security standards:** Wix complies with PCI DSS security standards for payment processing, which guarantees the protection of your financial data.

Wix Privacy Policy: Wix has a privacy policy that details how they collect, use, and protect your personal data. We recommend that you consult it for more information:

<https://es.wix.com/about/privacy>

Our commitment:

Although we trust the security measures implemented by Wix, at Dragonfly Wellness Málaga we are committed to:

- **Staying informed:** Be aware of security updates and improvements that Wix implements on its platform.
- **Limiting data access:** Restricting access to your personal data only to authorized personnel who need to access it to fulfill their functions.
- **Notifying you in case of incidents:** In case of a security incident that affects your personal data, we will notify you immediately and transparently, following the procedures established by current regulations.

7. Updating the Privacy Policy

We reserve the right to modify this Privacy Policy at any time, especially to adapt it to new legislation, jurisprudence, or changes in our data processing practices.

Notification of changes:

We will notify you of any significant changes to this Privacy Policy through the following channels:

- **Email:** If you have provided us with your email address, we will send you a notice with the most relevant changes.

- **Notice on the website:** We will post a prominent notice on our website informing of the update of the Privacy Policy.

We recommend that you periodically review this Privacy Policy to be informed of any changes. The date of the last update is indicated at the end of this document.

DATE OF LAST MODIFICATION: May 20, 2024