

## **Terms & Conditions**

### **Cost**

Ginger Guru is free to use.

### **Confidentiality**

Your personal information and scores will be kept completely confidential as per the Data Protection Act.

We dislike spammers and the passing of personal information for marketing purposes as much as you, so rest assured we do not do that.

### **Privacy**

Our aim is to motivate and educate you to increased energy and performance. We hope you enjoy the results from using the app.

## **Ginger Guru Terms and Conditions**

1. By browsing and using this app you are agreeing to comply with the following terms and conditions of use, which together with our privacy policy outline Ginger Guru's relationship with you.
2. Not all exercises or pieces of advice are suitable for everyone. Before you begin exercises, you should have permission from your doctor to participate in vigorous exercise. If you are in any doubt about your physical fitness then please consult your doctor first. The instruction and advice given by the Ginger Guru app is in no way intended as a substitute for medical advice. If done improperly, any exercise has a risk of injury. If you feel any pain or discomfort, discontinue immediately and consult your doctor. If you have an injury which could be made worse by following the routine, please consult a doctor or physiotherapist first. If you are pregnant do not follow the exercises. If you are undergoing medical treatment or taking medication, please consult your doctor first. The creator of these exercises disclaims any loss or liability for the exercises or advice given herein.
3. Neither any third parties or the Ginger Guru app provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered in our email or app for any particular purpose. You the user acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
4. Your use of any information or materials from the Ginger Guru app or emails is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through the Ginger Guru app or emails meet your specific requirements.

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7. We do not disclose personal information about Ginger Guru users to anyone for any purpose including marketing or soliciting third parties or services. Access to personal information about subscribers, including transaction history, is restricted to Ginger Guru. As no money is changing hands, no service providers need to have access to that information to process financial transactions.
8. We may also disclose certain anonymised information as required or permitted under applicable law, for example, to government agencies. Ginger Guru maintains physical, electronic and procedural safeguards that comply with standards to guard its user's non-public personal information.
9. Customers must be over 12 years of age.

## **Ginger Guru Privacy Policy**

### **What data do we collect?**

When you fill in the forms required to use this app, the app collects your name, email, password, your scores on your lifestyle, exercise, nutrition, sleep and energy, as well as any notes you choose to add.

### **How do we collect your data?**

Ginger Guru is provided with your data to process when you:

- a) Register on the app.
- b) Register your scores, notes and goals.

### **How we will use your data?**

Ginger Guru collects your data so that it can respond to your scores and send you motivating and educational information by email.

Ginger Guru does NOT share your data with any third parties so you will not be contacted for marketing purposes.

### **How do we store your data?**

Ginger Guru securely stores your data at Vultr servers in London UK.

Ginger Guru retains your data for up to three years after you last submit scores - at which point it will be deleted. You can contact Ginger Guru to request your data be deleted sooner.

Data is deleted by complete removal from the servers. Data may persist in backups for up to a month after deletion from the servers.

Security Measures: We take reasonable security measures to protect user data stored on Vultr servers, including access controls, and regular backups.

Access to user data stored on Vultr servers is limited to authorized personnel who need access to perform their job duties.

### **How do we use cookies?**

No cookies are used.

### **Privacy Policy of other websites**

The Ginger Guru emails occasionally contain links to other websites for instructions on an exercise for example. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### **Changes to our privacy policy**

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 22nd February 2023.

### **How to contact us**

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: [anna@gingerguru.com](mailto:anna@gingerguru.com)

### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Ginger Guru has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.