



NTRL CONSULTANCY FZ-LLC

VUNE2296, Compass Building, Al Hulaila Industrial Free Zone, Ras Al Khaimah, UAE

PRIVACY POLICY

This Privacy Policy forms an integral part of the Terms of Use and explains how NTRL Consultancy FZ-LLC, having address at VUNE2296, Compass Building, Al Hulaila Industrial Free Zone, Ras Al Khaimah, UAE ("Company", "we", "our" or "us") collects, uses, stores, shares and protects personal information obtained through the Platform.

By accessing or using the Platform, you acknowledge that you have read, understood and agreed to this Privacy Policy.

1. INFORMATION WE COLLECT

1.1. The Company may collect information voluntarily provided by Users, including but not limited to

1.1.1. Personal Information such as name, email address, mobile number, age, DOB, photographs, videos, account details etc.

1.1.2. Health and Fitness Information including height, weight, body measurements, medical conditions, dietary preferences etc.

1.1.3. Trainer Information including Professional qualifications, Certifications, experience, employment history, testimonials etc.

1.2. The Platform may automatically collect certain technical information including IP address, device information, browser type, operating system, usage statistics, cookies and similar technologies.

2. VOLUNTARY SUBMISSION OF INFORMATION

2.1. All information submitted through the Platform is provided voluntarily by the User.

2.2. Users acknowledge that certain information may be required for the operation of specific Platform features, including generating workout recommendations, meal plans, matching Trainees with Trainers and monitoring fitness progress.

2.3. Users are solely responsible for ensuring that all information submitted is accurate, complete and up to date.

3. PURPOSE OF COLLECTION

3.1. The Company may collect, process and use personal information for purposes including:

3.1.1. creating and managing User Accounts;

- 3.1.2. providing and improving the Platform;
- 3.1.3. connecting Trainers and Trainees;
- 3.1.4. generating workout or meal recommendations;
- 3.1.5. processing subscriptions and payments;
- 3.1.6. providing customer support;
- 3.1.7. verifying Trainer profiles where applicable;
- 3.1.8. monitoring Platform security;
- 3.1.9. complying with legal and regulatory obligations;
- 3.1.10. any other purpose reasonably related to the operation of the Platform.

4. SHARING OF INFORMATION

- 4.1. The Company may share personal information:
 - 4.1.1. with Trainers or Trainees where necessary to provide the requested services;
 - 4.1.2. with payment processors and other service providers assisting in operating the Platform;
 - 4.1.3. with the Company's Affiliates;
 - 4.1.4. where required by Applicable Law or a competent authority;
 - 4.1.5. in connection with a merger, acquisition, restructuring or sale of the Company's business or assets; or
 - 4.1.6. where the User has otherwise consented.
- 4.2. The Company does not sell Users' personal information to third parties.

5. DATA SECURITY

- 5.1. The Company implements reasonable administrative, technical and organizational measures to safeguard personal information against unauthorized access, alteration, disclosure or destruction.
- 5.2. However, no method of electronic transmission or storage is completely secure, and the Company cannot guarantee absolute security of any information transmitted through the Platform.

6. DATA RETENTION

- 6.1. The Company may retain personal information for as long as reasonably necessary to comply with Applicable Laws, resolve disputes, enforce the Terms of Use or protect the legitimate interests of the Company.
- 6.2. Information may continue to be retained after termination of an Account where required or permitted by law.

7. USER RIGHTS

- 7.1. Subject to Applicable Law, Users may request to access their personal information, correct inaccurate information, update their information, request

deletion of their Account or personal information or withdraw any consent previously provided, where processing is based on consent.

7.2. The Company may decline or limit such requests where retention or continued processing is required by law, contractual obligations or the Company's legitimate interests.

8. COOKIES

8.1. The Platform uses cookies and similar technologies to improve functionality, analyse usage and enhance user experience.

8.2. Further information regarding cookies is available in the Company's Cookie Policy.

9. THIRD-PARTY SERVICES

9.1. The Platform may integrate with third-party services, including payment gateways, wearable devices and analytics providers.

9.2. The Company is not responsible for the privacy practices or content of such third-party services, which shall be governed by their respective privacy policies and terms.

10. CHANGES TO THIS PRIVACY POLICY

10.1. The Company reserves the right to amend this Privacy Policy from time to time.

10.2. The updated version shall become effective upon publication on the Platform or such other date as specified by the Company.

10.3. Continued use of the Platform after such amendments constitutes acceptance of the revised Privacy Policy.

11. CONTACT US

Any questions, requests or complaints relating to this Privacy Policy may be submitted to:

Company Name: NTRL Consultancy FZ-LLC

Registered Address: VUNE2296, Compass Building, Al Hulaila Industrial Free Zone, Ras Al Khaimah, UAE

Email: customersupport@ntrl.global

SENSITIVE PERSONAL DATA CONSENT

By voluntarily providing health information, body measurements, medical conditions, injuries, dietary preferences, progress photographs or any other health-related information through the Platform, the User expressly consents to the Company collecting, using, storing, processing and sharing such information with the User's selected Trainer and authorised service providers solely for the purpose of providing and improving the Platform and the services requested by the User, in accordance with this Privacy Policy and Applicable Law.