

Gym Power Privacy & POPIA Policy

Website privacy policy for enquiries, quotes, orders and customer support

Document status	Website publication version
Last updated	30 June 2026
Applies to	Gym Power website, enquiries, quotations, orders and related customer communications
Important note	This document is intended for website publication and does not limit any statutory rights under applicable South African law.

Legal contracting details

Gym Power website transactions, quotations, orders and customer communications are handled by the legal contracting entity below.

Website/trading name	Gym Power
Legal Contracting Entity	Gym Power (Pty) Ltd
Registration Number	2018/034670/07
Vat Number	4770281378
Physical Address	G03, Kramerville Corner, 10 Kramer Rd, Kramerville
e-mail Address	sales@gympower.co.za
Telephone Number	011-658-0358
WhatsApp Number	067-438-8787

1. Purpose of this policy

Gym Power respects privacy and is committed to protecting personal information. This Privacy & POPIA Policy explains how Gym Power collects, uses, stores, shares and protects personal information when you visit the website, complete a form, request a quotation, place an order, make payment, arrange delivery or installation, request warranty support or communicate with Gym Power.

This policy is intended to support compliance with the Protection of Personal Information Act, 4 of 2013 (POPIA), and other applicable South African privacy laws.

2. Who we are

Gym Power is operated by Gym Power (Pty) Ltd, registration number 2018/034670/07, VAT number 4770281378, at G03, Kramerville Corner, 10 Kramer Rd, Kramerville. For POPIA purposes, Gym Power (Pty) Ltd is the responsible party for personal information processed through the Gym Power website and related customer communications.

3. Personal information we may collect

We may collect personal information such as:

- name and surname
- company name and job title
- email address
- telephone number and WhatsApp number
- billing and delivery details
- order, quotation and invoice information
- payment confirmation details, but not full banking passwords or card security details
- enquiry details and communication history
- warranty, delivery, installation and service information
- website usage information, device information, cookies and analytics information
- marketing preferences and consent records
- any information you submit through website forms or communication channels

We do not intentionally collect special personal information unless it is necessary and lawful for a specific purpose.

4. How we collect personal information

We may collect personal information when you:

- visit or use the Gym Power website
- complete a contact form or request a quotation
- place an order or accept a quotation
- communicate with us by email, telephone, WhatsApp, SMS or another channel
- subscribe to updates or marketing communication
- download resources or interact with digital content
- interact with our advertising, social media or digital marketing
- make payment or send proof of payment
- request delivery, installation, warranty, servicing or after-sales support

5. Why we use personal information

We use personal information to:

- respond to enquiries and communicate with you
- prepare quotations and product recommendations
- process orders and payments
- arrange delivery, collection and installation
- provide customer support, warranty support and after-sales service
- manage supplier, manufacturer, logistics and installation processes
- keep business, accounting, tax and warranty records
- improve our website, products, services and customer experience
- send relevant marketing communication where permitted by law
- protect our rights, property, business interests and website security
- comply with legal, tax, accounting, regulatory and contractual obligations

6. Legal basis for processing

We process personal information where there is a lawful basis to do so, including where:

- processing is necessary to respond to your enquiry or perform a contract with you
- processing is necessary to comply with a legal obligation
- processing protects Gym Power's legitimate business interests, provided this does not unlawfully override your rights
- you have given consent, including for certain marketing communication where required
- processing is necessary to protect legal rights or manage disputes

7. Sharing personal information

We may share personal information with trusted third parties where necessary for legitimate business, legal or operational purposes, including:

- Express Fitness Urban and associated operational teams
- product suppliers and manufacturers
- delivery, courier and logistics providers
- installation, repair and service technicians
- payment providers and banks
- website hosting, IT, email, CRM, analytics and security providers
- accounting, legal, tax and compliance advisers
- marketing, advertising and communication service providers
- regulators, authorities, courts or law enforcement bodies where required by law

We only share the information reasonably necessary for the relevant purpose.

8. Cross-border processing

Some service providers, cloud systems, email platforms, CRM systems, analytics tools, advertising platforms or suppliers may store or process information outside South Africa. Where personal information is transferred outside

South Africa, Gym Power will take reasonable steps to ensure that appropriate privacy safeguards apply as required by law.

9. Marketing communication

Gym Power may send marketing communication where permitted by law or where you have given consent. This may include product updates, promotions, educational content, launch information or relevant commercial communication.

You may unsubscribe or opt out of marketing communication at any time by following the unsubscribe instructions or contacting us directly.

Even if you opt out of marketing, Gym Power may still send important transactional, quotation, order, delivery, installation, warranty, service or legal communication.

10. Cookies and website tracking

The Gym Power website may use cookies and similar technologies to support website functionality, remember preferences, measure website performance, understand visitor behaviour, improve content, support analytics and assist with advertising or remarketing.

These tools may include analytics, advertising, CRM, security or user-experience tools. The exact tools should be confirmed before publication and reflected in the website cookie notice where necessary.

You can manage or disable cookies through your browser settings. Some website features may not work properly if cookies are disabled.

11. Security

Gym Power takes reasonable technical and organisational steps to protect personal information against loss, unauthorised access, misuse, disclosure, alteration or destruction.

However, no internet transmission, website, email or digital storage method is completely secure, so absolute security cannot be guaranteed.

12. Retention of personal information

Gym Power keeps personal information only for as long as reasonably necessary for the purpose for which it was collected, or as required for legal, tax, accounting, warranty, contractual, operational, dispute-resolution or legitimate business purposes.

When information is no longer required, Gym Power will take reasonable steps to delete, de-identify or securely archive it where appropriate.

13. Your rights

Depending on applicable law, you may have the right to:

- ask what personal information Gym Power holds about you
- request access to your personal information
- request correction or updating of your personal information
- request deletion of personal information where lawful and practical
- object to certain processing
- withdraw consent where processing is based on consent
- object to direct marketing
- lodge a complaint with the Information Regulator

14. Children

Gym Power does not intentionally collect personal information from children for marketing or sales purposes without appropriate consent where required by law. If Gym Power becomes aware that it has collected information from a child without the required consent, it will take reasonable steps to address the matter.

15. Third-party websites

The Gym Power website may contain links to third-party websites, manufacturers, suppliers, payment platforms, social media pages or external resources. Gym Power is not responsible for the privacy practices or content of third-party websites. You should review their privacy policies before submitting information to them.

16. Contact us about privacy

To ask questions about this policy or exercise your privacy rights, contact Gym Power using the contact details on the website.

You may also lodge a complaint with the Information Regulator of South Africa using the contact details published by the Information Regulator.

17. Changes to this policy

Gym Power may update this Privacy & POPIA Policy from time to time. The latest version will be published on the Gym Power website. The date at the top of the policy will show when it was last updated.