

GymEzy Complaints Procedure

How to raise a complaint with GymEzy and what to expect

Last updated: 7 June 2026

Provider: Managezy Limited

Registered Business Name: GymEzy

CRO registration number: 812735

Registered office: 46 Enterprise Centre, Lavery Avenue, Park West Business Park, Dublin 12, D12 PP48, Ireland

Website: www.gymezy.eu

Contact: help@gymezy.eu

VAT number: not yet issued; will be provided once registered.

This document is intended to apply to the English-language version of the GymEzy service. Where a Hungarian version is also made available, both versions are intended to have the same meaning. If an Order Form or signed agreement specifies a prevailing language, that clause will take priority.

1. Scope

This Complaints Procedure applies to complaints raised with Managezy Limited (trading as GymEzy) about the GymEzy website, SaaS admin platform, Member App or our handling of personal data. Complaints about gym membership, gym pricing, gym refunds, gym access decisions or other gym-side matters should be raised directly with the gym.

2. How to raise a complaint

Send your complaint to help@gymezy.eu with the subject line "Complaint". Include:

- your name and preferred contact method;
- the name of your gym, if relevant;
- a clear description of the issue, including dates and any relevant screenshots;
- what outcome you are seeking.

You may also write by post to: Managezy Limited, 46 Enterprise Centre, Lavery Avenue, Park West Business Park, Dublin 12, D12 PP48, Ireland.

3. Acknowledgement and timelines

We aim to acknowledge complaints within 5 business days of receipt. We aim to provide a substantive response within 30 calendar days. Complex complaints may take longer; if so, we will keep you informed of progress and reasons for delay.

4. How we handle complaints

All complaints are reviewed by a senior member of staff who was not directly involved in the matter complained of, where reasonably possible. We will investigate, ask for further information if needed, document our findings and communicate the outcome in writing.

5. Escalation

If you are not satisfied with our response, you may request escalation by replying to our response with the words "Please escalate this complaint". An escalated complaint will be reviewed by a director or senior officer of Managezy Limited.

6. External routes

If you remain dissatisfied, you may take the matter to an external body:

- For data protection matters in Ireland: Data Protection Commission (www.dataprotection.ie).
- For data protection matters in Hungary: NAIH (www.naih.hu).
- For consumer disputes (where applicable): the European Online Dispute Resolution platform at ec.europa.eu/consumers/odr.
- For other matters, the competent national authority or court of your jurisdiction.

7. Records

We keep records of complaints and outcomes for at least 24 months to support quality improvement, audit and regulatory compliance.

8. Contact

Complaints contact: help@gymezy.eu.