

GymEzy Data Subject Rights and Account Deletion Procedure

How to exercise GDPR rights and delete a GymEzy account

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. Purpose

This Procedure explains how individuals can exercise their data protection rights under the GDPR and how members, staff, trainers and other users can request deletion of their GymEzy account and associated personal data. It supports the GymEzy Privacy Policy.

2. Who to contact first

Where GymEzy processes your personal data on behalf of a gym (member, trainer, staff or maintenance data), the gym is the controller. You should normally contact your gym first.

Where GymEzy is the controller (website enquiries, business customer accounts, billing), you should contact us directly at help@gymezy.eu.

If you are unsure who controls your data, contact help@gymezy.eu and we will route your request to the correct party.

3. Rights you can exercise

Under the GDPR you may have the right to: access your data; rectify inaccurate data; request erasure; restrict processing; object to processing based on legitimate interests; receive your data in a portable format; withdraw consent where processing is based on consent; and not be subject to automated decisions with legal or similarly significant effects.

4. How to submit a request

Submit your request by one of the following routes:

- Member App: use the in-app "Account & privacy" section, where available, to submit access, rectification or deletion requests.
- Admin Platform: use the user profile menu to submit account and data requests.
- E-mail: write to help@gymezy.eu with the subject line "Data subject request".
- Post: Managezy Limited, 46 Enterprise Centre, Lavery Avenue, Park West Business Park, Dublin 12, D12 PP48, Ireland.

Include: your name, the e-mail address on your account, the name of your gym (if applicable), the right you want to exercise, and any context that will help us locate your data.

5. Identity verification

Where we have reasonable doubts about the identity of the requester, we may ask for additional information to verify identity, such as confirmation from the e-mail address registered to the account. We will not request more information than is necessary.

6. Timelines

We aim to acknowledge requests within 5 business days. We respond substantively within one month of receipt, extendable by a further two months for complex or numerous requests as permitted by Article 12(3) GDPR. We will inform you if an extension is required.

7. Account deletion specifics

Account deletion includes deletion or anonymisation of your profile, contact details, check-in history, attendance logs and trainer-member communications, subject to the following exceptions:

- Accounting and tax records (typically 6 to 8 years under Irish law);
- Records required for legal claims, dispute handling or regulatory obligation;
- Backups, which are overwritten in the ordinary course of backup rotation (typically within 30 to 35 days).

Deletion is typically completed within 30 days. Where data is retained for the reasons above, it will be restricted and only used for the relevant legal purpose.

8. Fees

We do not charge a fee for handling data subject requests, except where requests are manifestly unfounded or excessive, in which case we may charge a reasonable administrative fee or refuse to act on the request, in line with Article 12(5) GDPR.

9. Right to complain

If you are not satisfied with how your request was handled, you may complain to a supervisory authority. In Ireland: Data Protection Commission (www.dataprotection.ie). In Hungary: Nemzeti Adatvédelmi és Információs Zombadság Hatoság (NAIH, www.naih.hu).

10. Contact

Data subject requests and questions: help@gymezy.eu.