

Privacy Policy

Climbing Matrix Limited

Updated June 2026.

Kent and Sussex Climbing Ltd provides climbing coaching services.

We are the **Data Controller** responsible for personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Contact details:

Email: climbingmatrix@gmail.com

Registered address: 134 London Road, Southborough, Tunbridge Wells, Kent, TN40PL

Introduction

Welcome to The Climbing Matrix ("we," "our," or "us").

We are committed to protecting your privacy and ensuring that your personal information is handled responsibly. This Privacy Policy explains how we collect, use, store, and protect your information when you use The Climbing Matrix mobile application and related services.

By using the app, you agree to the collection and use of information in accordance with this Privacy Policy.

Information We Collect

Information You Provide

We may collect information that you voluntarily provide, including:

- Name
- Email address
- Profile information
- Training logs
- Workout data
- Training plans
- Goals
- Notes and comments
- User-generated workouts and exercises
- Messages sent through support or coaching features

Automatically Collected Information

We may automatically collect certain information when you use the app, including:

- Device type
- Operating system
- App version
- Usage statistics
- Crash reports
- Performance data

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If you purchase a subscription, payment processing is handled by Apple App Store or Google Play Store. We do not collect or store your payment card details.

How We Use Your Information

We use your information to:

- Provide and maintain the app
- Create and manage your account
- Save your training data and progress
- Deliver training plans and workouts
- Improve app functionality and user experience
- Provide customer support
- Respond to enquiries
- Monitor app performance and security
- Process subscriptions and premium features

Sharing Your Information

We do not sell your personal information.

We may share information with trusted third-party service providers that help us operate the app, including:

- Hosting providers
- Analytics providers
- Subscription and payment processors
- Customer support tools

These providers only receive information necessary to perform their services.

We may also disclose information if required by law.

User Content

Any workouts, training plans, comments, or other content that you choose to make public may be visible to other users of the app.

You remain responsible for any content you choose to publish.

Data Storage and Security

We take reasonable measures to protect your information from unauthorised access, alteration, disclosure, or destruction.

However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

Data Retention

We retain your information for as long as your account remains active or as necessary to provide our services.

You may request deletion of your account and associated personal information by contacting us.

Children's Privacy

The app is intended for users aged 13 years and older.

Users under the age of 18 should have permission from a parent or guardian before using the app.

We do not knowingly collect personal information from children under 13.

Your Rights

Depending on your location, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict certain processing activities
- Withdraw consent where applicable

To exercise these rights, please contact us using the details below.

Third-Party Services

The app may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted within the app and reflected by the updated date shown above.