GetSetWell

Privacy Policy

Version 2.0 · 14 October 2026

1. Who we are

1.1 GetSetWell is operated by **Get Set Fit LLC**, a limited liability company licensed by Sharjah Media City (Shams) under licence number 2541939, with its registered address at Sharjah Media City (Shams), Sharjah, United Arab Emirates.

1.2 We decide how and why your personal data is used, which makes us responsible for it under Federal Decree-Law 45 of 2021 on the Protection of Personal Data (the "PDPL").

1.3 **Privacy contact:** info@getsetwell.com

2. What this policy covers

2.1 How we collect and use personal data when you use getsetwell.com or the GetSetWell app, create an account, ask us to match you, book and pay for sessions, or contact us.

2.2 It also covers trainers who join GetSetWell (section 5). Trainers also sign a separate agreement with us.

3. What we collect about clients

3.1 When you create an account

- your name
- your mobile number, which we verify with a one-time code sent by text message
- your confirmation that you are 18 or over
- if you choose to add them: your email address, used only to send you receipts, and a profile photo. Neither is ever shared with trainers.

To send and check your login code, Google Firebase receives your mobile number and limited technical information about your device, used to confirm the request is genuine.

3.2 What we do not ask for

- which emirate you live in, because we currently operate in Dubai only
- your date of birth
- your device location. We do not track where you are.
- your card details, which go directly to Tap Payments

3.3 When you ask us to match you

- your goal
- the days and times you can train
- where you would like to train (at home, at a gym or outdoors) and your area, in your own words
- any preferences, such as a female trainer or a language
- your budget per session
- anything you add in the optional note

3.4 When you book

- the trainer and the type of session
- the date and time (all sessions are 60 minutes)
- the location of the session, which may be your home address if you choose to train at home
- the session rate, service fee and total
- the booking's status, and any cancellation, reschedule or refund, with any reason you give

3.5 When you pay

Your card details are entered directly with Tap Payments. We do not collect or store them. Tap tells us the amount, date, status and reference of each payment and refund.

3.6 After your sessions

- whether each session took place, and any report of lateness or a missed session
- any disagreement about attendance, and our decision
- any feedback you choose to give
- any complaint or report you make

3.7 When you contact us

Messages between you and us on WhatsApp, by email, by phone or in the app, and our notes of them. If you email us, we will have your email address.

3.8 Our own records

- when we match you, which trainers we considered and why
- which trainer we introduced you to, and when. We need this to work out what trainers owe us.

3.9 Technical information

Information about your device and app needed to send you notifications, the app version, and basic logs needed to keep the app working and secure. For our website, see section 15.

4. Information about your health

4.1 **We do not ask about your health.** Please do not include health details in a request, a note or a message to us.

4.2 **Pre and postnatal training.** Some trainers coach clients who are pregnant or have recently given birth. If that applies to you, tell your trainer directly. We do not ask about it or record it.

4.3 **If you tell us about your health anyway**, we use it only to deal with your request or message. We pass it to your trainer only if you ask us to. We delete it within 30 days after the related request or booking ends, or sooner if you ask.

4.4 **Injuries and incidents.** If you report an injury or incident during a session, we use what you tell us to deal with it, to keep people safe, and to handle any claim. We keep it only as long as section 10 allows.

4.5 **Your trainer's own health questions.** Your trainer may ask you about your health before you start. They do that as an independent professional, and they are responsible for that information. We do not receive it unless you or your trainer report an incident to us.

4.6 We never use health information for marketing, and it never appears in any payment record.

5. What we collect about trainers

5.1 Name; contact details, including email address; identity document details; trade licence or freelance permit and its expiry; qualification records and the results of our checks on them; insurance details, if you give them to us; first aid, CPR and lifesaving records; Dubai Sports Council registration, if any; photographs and biography; specialisms, areas, languages, and whether you appear in searches for a female trainer; session types, rates and availability; your bank details for Payouts; VAT registration, if any; Bookings, Payouts and statements; Direct Session reports and invoices; reliability records; and complaints and feedback about your sessions.

5.2 You give us your bank name, account holder name and IBAN so we can pay you.

5.3 We use this information to review you, build your profile, run Bookings and Payouts, calculate commission and issue invoices, handle complaints, and meet our legal obligations.

5.4 Your profile is public once you are listed.

6. Why we use personal data

The table shows what we use personal data for, and what allows us to under the PDPL.

What we do	Why we are allowed to
Create and verify your account	Needed to provide the service you asked for
Match you with a trainer	Needed to provide the service

What we do	Why we are allowed to
Arrange and manage bookings, reminders and rescheduling	Needed to provide the service
Share booking details with your trainer	Needed to provide the service
Take payments on the trainer's behalf, pay trainers, and make refunds, through Tap Payments and our bank	Needed to provide the service
Confirm whether sessions took place, and decide disagreements	Needed to provide the service, and to establish or defend legal claims
Work out the commission a trainer owes us, including asking you whether you have trained with a trainer we introduced	Needed for our agreements with trainers. Answering our question is always optional for you.
Handle complaints, incidents and safety concerns	Needed to provide the service, to protect someone's vital interests, and to establish or defend legal claims
Send you messages about your account and bookings	Needed to provide the service
Send you marketing	Your consent, which you can withdraw at any time
Keep financial and tax records, and respond to authorities	Our legal obligations
Review trainers, and run their Bookings, Payouts and invoices	Needed to perform our agreement with the trainer, and our legal obligations

6.1 **No decisions by computer alone.** A person reads every request. We do not make decisions about you by automated means alone.

7. Messages from us

7.1 **Service messages.** We send messages about your account and bookings in the app, by push notification and by WhatsApp. Your login codes are sent by text

message. If you turn push notifications off, we will use WhatsApp for messages you need about a booking.

7.2 **Marketing.** We send marketing only if you have agreed to it. You can stop it at any time by replying to any marketing message or by telling us.

7.3 **WhatsApp** is operated by Meta. Messages pass through its systems, and its own terms and privacy policy apply.

8. Who we share personal data with

8.1 **Trainers.** When we are considering a trainer for you, we share what they need to decide whether they can help, such as your goal, availability, area, preferences and budget, without your name or number. When you book, your trainer receives your name, mobile number, the booking details and location, your goal, and anything you have asked us to pass on. They never receive your payment details, email address or profile photo.

8.2 **Our payment provider, Tap Payments**, which processes your payment and pays it to us. It receives your card and payment details directly, uses them to process payments for us, and also uses them for its own legal obligations, for which it is responsible.

8.3 **Service providers** who help us run GetSetWell and use personal data only on our instructions:

Provider	What they do for us
Supabase	Our database and file storage
Google (Firebase)	Sending and checking login codes by text message
GoDaddy	Hosting our website
Titan	Our email
Meta (WhatsApp)	Messaging
Apple and Google	Push notifications

Provider	What they do for us
Wio Bank	Our business bank accounts, including payments to trainers

8.4 **Professional advisers**, such as our lawyers and accountants, who are bound to keep it confidential.

8.5 **Authorities**, where UAE law requires it.

8.6 **A buyer of our business**, who would have to use it in line with this policy.

8.7 **We do not sell personal data, and we do not share it with advertisers.**

9. Where your data is stored

9.1 Some of our providers store or process data outside the UAE:

Provider	Where data is stored or processed
Supabase	Outside the UAE
GoDaddy	Outside the UAE
Titan	Outside the UAE
Meta (WhatsApp)	Outside the UAE
Google (Firebase)	Outside the UAE
Apple and Google	Outside the UAE
Tap Payments	As set out in its own privacy policy
Wio Bank	In the UAE

9.2 Where personal data leaves the UAE, we transfer it only as the PDPL allows: for example, to a country with adequate data protection, under contractual safeguards, or where the transfer is needed to perform our agreement with you.

10. How long we keep it

Information	How long we keep it
Your account details, including any email address and profile photo	While your account is open, then deleted within 30 days of closure, except as below
Requests and our matching notes	12 months from the request
Which trainer we introduced you to, and when	For as long as commission can arise from that introduction, then as part of our financial records
Health information you gave us without being asked	Up to 30 days after the related request or booking ends
Booking, payment, refund and commission records	7 years from the end of the tax period they relate to
Records of attendance and disagreements	2 years from the session, or longer if a claim is made
Reports of injuries and incidents	Until the time for bringing a claim has passed
Messages with us	2 years from our last contact
Marketing consent	Until you withdraw it
Trainer records	While the trainer is on GetSetWell, then for as long as our financial records and possible claims require, up to 7 years
Technical logs	12 months

11. Your rights

11.1 Under the PDPL you can ask us to:

- give you a copy of your personal data
- correct it
- delete it
- restrict how we use it

- stop using it, including for marketing, or for decisions made by automated means
- give it to you in a format you can pass to someone else
- stop relying on your consent, where we rely on it

11.2 **How to ask.** Email info@getsetwell.com. To protect you, we may ask you to confirm your identity, for example with a code sent by text message to the mobile number on your account.

11.3 **How quickly we respond.** We reply within 3 business days (Monday to Friday, excluding UAE public holidays). We complete your request within 30 days. If it will take longer, we tell you why. There is no charge.

11.4 If you are not satisfied, you can complain to the UAE Data Office.

12. Closing your account

12.1 You can close your account in the app. Any future booking must be cancelled first.

12.2 We then delete your account and personal data within 30 days. Booking, payment and refund records we must keep under section 10 are kept without your name, mobile number, email address, notes or home address.

13. Security

13.1 Personal data is held on access-controlled systems, encrypted in transit, and available only to people who need it. Card details never reach our systems.

13.2 If a security breach is likely to affect you, we will tell you, and tell the authorities as the law requires.

13.3 No system is completely secure, and we cannot guarantee the security of information sent over the internet or by WhatsApp.

14. Children

14.1 GetSetWell is for adults only. We do not knowingly collect personal data from anyone under 18. If we learn that we have, we delete it.

15. Cookies and analytics

15.1 The website stores your analytics preference in your browser. With your consent, we use Microsoft Clarity to understand website use through interaction data, heatmaps and session recordings. Clarity may use cookies and collect device, browser and page-interaction information. Microsoft processes this data to provide its analytics service. See the Microsoft Privacy Statement at https://privacy.microsoft.com/privacystatement.

15.2 Clarity loads only after you accept analytics. You can decline or withdraw consent using Privacy choices on the website. Advertising storage is denied, and request-form content is masked in Clarity recordings. This website integration does not add Clarity to our mobile app. Our app does not use advertising identifiers or third-party advertising trackers.

16. Changes to this policy

16.1 We may update this policy. If a change affects how we use personal data you have already given us, we will tell you in the app or by WhatsApp before it takes effect. The current version always shows its version number and date.

17. Contact

- **Privacy questions and requests:** info@getsetwell.com
- **Help with a booking, and complaints:** support@getsetwell.com, or WhatsApp +971 50 525 1393
- **Post:** Get Set Fit LLC, Sharjah Media City (Shams), Sharjah, United Arab Emirates

18. Law and language

18.1 This policy is governed by the laws of the United Arab Emirates.

18.2 It is published in English.

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