

Privacy Policy

Last updated: April 2026

The protection of your personal data is very important to us. This Privacy Policy explains how personal data is collected and processed when you visit www.thegroinphysio.com or purchase and access our courses.

1. Controller

The controller responsible for data processing is:

Stefan Podar
Liniengasse 53/2–4
1060 Vienna
Austria

Email: contact@thegroinphysio.com

A data protection officer has not been appointed.

2. Data Collected When Visiting the Website

When you visit our website, certain technical data is automatically collected by our web server. This may include:

- IP address
- date and time of access
- requested page (URL)
- browser type and version
- operating system
- referring website (referrer URL)
- hostname of the accessing device

This data is processed to ensure the **technical operation, security, and stability of the website**.

The legal basis for this processing is **Art. 6(1)(f) GDPR (legitimate interest)**.

3. Contacting Us

If you contact us via email or contact forms, the personal data you provide may include:

- name
- email address
- contact information
- company information
- any information included in your message

These data are processed to respond to your enquiry.

Legal basis:

- **Art. 6(1)(b) GDPR (contract or pre-contractual measures)**
- **Art. 6(1)(f) GDPR (legitimate interest in responding to enquiries)**

Your data will only be stored for as long as necessary to process your request.

3a. Email Marketing and Contact Forms (Brevo)

Newsletter subscriptions are carried out using a double opt-in procedure.

Brevo acts as a data processor within the meaning of Art. 28 GDPR and processes personal data on our behalf.

We use Brevo (Sendinblue GmbH / Sendinblue SAS), Paris, France, for email communication, contact form processing and newsletter distribution.

When you contact us via forms on our website or subscribe to our email list, the following personal data is processed:

- name
- email address
- IP address
- date and time of registration
- any information provided in your message
- interaction data (e.g. email opens, clicks)

This data is processed for the purpose of:

- responding to enquiries
- managing contact requests
- sending newsletters and course-related information (where consent is given)

Legal basis:

- **Art. 6(1)(b) GDPR (pre-contractual communication)**

- Art. 6(1)(a) GDPR (consent, for newsletters)

You may withdraw your consent at any time via the unsubscribe link included in every email or by contacting us directly.

Brevo Privacy Policy:

<https://www.brevo.com/legal/privacypolicy/>

Newsletter subscriptions are carried out using a double opt-in procedure.

Brevo acts as a data processor within the meaning of Art. 28 GDPR and processes personal data on our behalf.

4. Course Purchases and Payments (Stripe – worldwide)

Payments for courses are processed via:

Stripe Technology Company Limited
One Wilton Park
Wilton Place
Dublin 2
D02 FX04
Ireland

When making a purchase, Stripe may process the following data:

- name
- billing address
- email address
- payment details
- transaction information
- IP address

The processing of this data is necessary for **payment processing and contract fulfilment**.

Legal basis:

Art. 6(1)(b) GDPR (performance of a contract)

Stripe may process data outside the European Economic Area (EEA). Such transfers are protected through **appropriate safeguards in accordance with Art. 46 GDPR**, including EU Standard Contractual Clauses.

Stripe Privacy Policy:

<https://stripe.com/privacy>

4a. Course Purchases and Payments (CopeCart – UK Customers)

For customers located in the United Kingdom, payments are processed via:

CopeCart GmbH
Ufnaustraße 10
10553 Berlin
Germany

In these cases, CopeCart acts as reseller and contractual partner and processes personal data for billing, payment processing and VAT handling.

The following data may be processed by CopeCart:

- name
- billing address
- email address
- payment details
- transaction information
- IP address

The processing of this data is necessary for payment processing and contract fulfilment.

Legal basis:

Art. 6(1)(b) GDPR (performance of a contract)

CopeCart Privacy Policy:

<https://www.copecart.com/en/privacy>

5. Course Platform (Memberspot)

Online courses are delivered through the platform:

Memberspot GmbH
Germany

When using the course platform, the following data may be processed:

- name
- email address
- login information
- device information
- IP address
- course participation data

Memberspot may also use technical measures such as **device fingerprinting** to prevent unauthorized sharing of login credentials.

Legal basis:

- **Art. 6(1)(b) GDPR (contract fulfilment)**

Memberspot Privacy Policy:

<https://www.memberspot.de/datenschutz/>

6. Website Analytics (Google Analytics)

This website may use **Google Analytics**, a web analytics service provided by:

Google LLC
1600 Amphitheatre Parkway
Mountain View, CA 94043
USA

Google Analytics uses **cookies** to analyse how visitors use the website.

Collected information may include:

- pages visited
- duration of visits
- user interactions
- approximate geographic location

Your IP address is **pseudonymised** before processing.

The use of Google Analytics is based on **your consent pursuant to Art. 6(1)(a) GDPR**.

You can withdraw consent at any time through the cookie settings of your browser or the website cookie banner.

Google Privacy Policy:

<https://policies.google.com/privacy>

7. Cookies

Our website may use cookies. Cookies are small text files stored on your device.

They may be used for:

- website functionality

- user preferences
- analytics

Cookies that are not technically necessary are only set **after user consent**.

You can disable cookies in your browser settings. Please note that this may limit some website functionality.

8. Data Retention

Personal data is stored only as long as necessary for the purposes described in this Privacy Policy or as required by legal retention obligations.

9. Recipients of Data

Personal data may be shared with the following service providers where necessary:

- website hosting providers
- payment processors (Stripe, Copecart)
- course platform providers (Memberspot)
- analytics providers (Google)

These providers process data only within the scope of contractual agreements.

10. International Data Transfers

Some service providers may process personal data outside the European Economic Area.

Where this occurs, transfers are based on **appropriate safeguards under Art. 46 GDPR**, such as EU Standard Contractual Clauses.

11. Your Rights Under GDPR

Under the GDPR and Austrian Data Protection Act (DSG), you have the following rights:

- Right of access (Art. 15 GDPR)
- Right to rectification (Art. 16 GDPR)
- Right to erasure (Art. 17 GDPR)
- Right to restriction of processing (Art. 18 GDPR)
- Right to object (Art. 21 GDPR)
- Right to data portability (Art. 20 GDPR)

To exercise these rights, please contact:

contact@thegroinphysio.com

12. Right to Lodge a Complaint

If you believe that the processing of your personal data violates data protection law, you have the right to lodge a complaint with the competent supervisory authority.

In Austria this is:

Austrian Data Protection Authority

<https://www.dsb.gv.at>