

FORWARDSET

MEMBER LEGAL PACK

Terms, coaching consent, privacy and member choices

Provider	Martin Ryan trading as Forwardset
Contact	hello@forwardset.co.uk
Version	1.0
Effective date	1 August 2026

TRAIN WITH A PLAN.

PART A

TERMS OF SERVICE

Member contract for the Forwardset monthly coaching membership.

Terms of Service

Version: 1.0 | Effective date: 1 August 2026

1. About these terms

These terms govern your Forwardset monthly online fitness-coaching membership. The service is supplied by Martin Ryan trading as Forwardset, ("Forwardset", "we", "us" or "our").

You can contact us at hello@forwardset.co.uk. Forwardset is not VAT registered. These terms should be read with the Coaching Agreement and Privacy Notice presented during onboarding.

2. Who may apply

You must be at least 18 years old, ordinarily resident in a territory that Forwardset and its insurer accept, have access to a suitable commercial gym and be legally able to enter this agreement.

Submitting an application does not guarantee acceptance. We may decline or pause an application if the service is unsuitable, information is incomplete, a health response requires appropriate professional input, capacity is full, or we cannot support you safely within the service scope.

3. The service

If accepted, you receive a structured online coaching membership. A qualified coach reviews your information and selects or adapts a suitable starting route from Forwardset's programme system.

1. A 12-week gym programme matched to your main goal and realistic training frequency.
2. Workout delivery, exercise demonstrations and progress logging through the coaching app.
3. One structured weekly check-in and a coach response within two working days.
4. A programme review approximately every four weeks.
5. One member-submitted exercise technique video for review per calendar month.
6. General nutrition education within the coach's qualifications and stated scope.
7. Any community and group education features described on the current sales page.

The programme is personalised from a structured system. It is not live one-to-one personal training and does not include unlimited messaging, unlimited video reviews, daily bespoke programme changes or continuous monitoring.

4. Approval and activation

A human coach must approve your suitability before payment is requested or membership is activated. Automated messages or status labels do not amount to health clearance or membership acceptance.

Activation is complete only when required onboarding information and consents are received, payment succeeds and the coach releases app access. We will confirm your membership start date and billing date.

5. Fees and billing

The price shown before you subscribe is the monthly price that applies at the start of your membership. Stripe or another named payment provider processes payment. Forwardset does not receive your full payment-card details.

The standard price is £34.99 per month. Eligible founding members may be offered £29.99 per month. The founding rate applies while the same founding membership continues without a break; it is not promised for life. If you leave and later rejoin, the price then advertised may apply.

Payment is due on each monthly billing date until cancellation takes effect. You are responsible for keeping your payment details current. We will provide the information and confirmation required for your order before the contract is made.

6. Cooling-off and early start

If you enter this contract online, you may have a legal right to cancel within 14 days after the contract is made. To cancel, send a clear statement to the contact details in clause 19 or use the model form at the end of these terms. You do not have to use the form.

If you ask us to begin the coaching service during the 14-day cancellation period and then cancel within that period, you may have to pay a proportionate amount for the service supplied up to cancellation.

If you expressly ask us to supply specified digital content immediately, we will obtain your express consent and acknowledgement before supply begins. Once supply has begun, you may lose the 14-day cancellation right for that digital content. This does not remove any cancellation or refund right that continues to apply to the coaching service or is otherwise provided by law.

Nothing in these terms removes any cancellation or refund right that the law gives you.

7. Monthly cancellation

You may cancel the rolling membership by using any in-app cancellation control we make available or by emailing hello@forwardset.co.uk. We will confirm receipt, the final payment position and the date access ends.

Cancellation stops the next payment where the request is received before the next billing charge is processed. After the cooling-off period, unused days in a paid billing period are not refunded pro rata unless the law requires it, we charged in error or we expressly agree otherwise. You retain access until the confirmed end date unless access must be restricted for safety, misuse or legal reasons.

Cancelling the payment method alone may not communicate all the information needed to close and safeguard your account. Please use the cancellation route so we can confirm the outcome.

8. Failed payments

If a payment fails, we may ask you to update the method and may temporarily restrict access after giving a reasonable opportunity to resolve it. We will not continue to provide paid coaching indefinitely without payment. Any retry and account-status messages must reflect the actual Stripe or platform configuration.

9. Your responsibilities

You agree to give complete and accurate information and to update us promptly if relevant circumstances change.

8. Complete the required readiness and health questions honestly.
9. Follow exercise instructions, use appropriate loads and equipment, and train in a safe environment.
10. Stop an exercise or session if you experience pain, dizziness, faintness, unusual shortness of breath or another concerning symptom.
11. Seek appropriate medical or emergency help when needed; do not wait for an app reply.
12. Keep account credentials secure and do not share programme access.
13. Communicate respectfully and do not upload unlawful, abusive or unrelated content.

10. Health and safety

Exercise involves foreseeable risks, including delayed-onset muscle soreness, fatigue, strains, sprains, falls and aggravation of an existing or unknown condition. Individual results and tolerances vary.

Forwardset provides fitness coaching and education; it does not diagnose or treat injury or illness and is not a medical, rehabilitation or emergency service. A coach may pause, adapt or decline coaching and may ask you to obtain appropriate professional advice where information raises a safety or scope concern.

The app and inbox are not monitored continuously. In an emergency call 999. For urgent medical advice in the UK use NHS 111 or the appropriate local service.

11. Support standard

We aim to respond to coaching messages and submitted check-ins within two working days. Working days exclude weekends and public holidays in England unless we state otherwise. This is a service standard, not an emergency response time.

To keep the membership affordable, questions may be answered with an appropriate template or resource that a coach has checked against your situation. Decisions about suitability, pain, health flags and material programme changes remain human decisions.

12. Technique videos and member content

You may submit one eligible exercise video per calendar month for technique feedback. Record only yourself where possible, avoid filming identifiable bystanders and follow the gym's recording rules. Do not send intimate, diagnostic or unrelated material.

You retain ownership of your submission. You give Forwardset permission to use it only to deliver and administer your coaching unless you separately opt into promotional use. Coaching-use storage is governed by the Privacy Notice and retention schedule.

13. Nutrition boundary

Nutrition content is general education about topics such as balanced eating, protein, meal structure and budgeting. It is not a prescribed medical diet, diagnosis, eating-disorder treatment or medical nutrition therapy. We may direct you to an appropriately qualified professional where needs fall outside scope.

14. Intellectual property and licence

Forwardset owns or licenses the programmes, demonstrations, copy, designs and platform materials. During an active membership, we give you a personal, limited, non-transferable licence to use the materials for your own training. You must not sell, publish, copy at scale, share access, remove branding or use the materials to coach another person.

This clause does not take away rights you have in content you submit or rights that cannot lawfully be restricted.

15. Changes to the service or price

We may make reasonable changes to exercises, platform features, schedules or delivery methods to improve safety, quality, compliance or operation, provided the core paid service is not materially reduced without an appropriate remedy.

We will give at least 30 days' clear notice before a monthly price increase takes effect. The notice will state the new price, effective date and how to cancel before the change. If a change requires your agreement under applicable law, we will obtain it before the change applies.

16. Suspension and termination

We may pause or end the membership on reasonable notice if the service is unsuitable, a health or safety concern cannot be managed within scope, payment remains outstanding, the member seriously or repeatedly misuses the service, or we can no longer provide it. Immediate restriction may be necessary for safety, security, illegality, abusive conduct or material platform risk.

Where Forwardset ends a paid membership for reasons not caused by the member, we will provide any refund or alternative required by law and any additional fair remedy we expressly offer. Ending access does not erase records we must lawfully retain.

17. Liability and statutory rights

We will provide the coaching service with reasonable care and skill. Nothing in these terms excludes or limits liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

Forwardset is not responsible for loss caused by information you deliberately withhold, failure to follow clear safety instructions, use outside the agreed purpose, or events genuinely outside our reasonable control, except where the law says otherwise.

18. Data protection

The Privacy Notice explains how Forwardset uses personal information, including health information, platform data and messages. Health information is requested only at full onboarding and during coaching where relevant; it is not requested on the public marketing application.

Forwardset does not use solely automated decision-making to clear health responses, accept members or diagnose injury. Withdrawing health-data consent may mean we cannot safely continue the service; the Privacy Notice and consent statement explain the process.

19. Complaints, law and contact

For a service complaint or data-protection complaint, email hello@forwardset.co.uk and identify what happened and the outcome you seek. The Privacy Notice gives the separate data-complaint process and your right to complain to the Information Commissioner's Office.

These terms are governed by the law of England and Wales. Nothing in this clause deprives a consumer of mandatory protections or court rights available in the part of the UK where they live.

Notices to Forwardset may be sent to hello@forwardset.co.uk. We will use the current contact details in your account.

Model cancellation form

To: Martin Ryan trading as Forwardset; hello@forwardset.co.uk

I give notice that I cancel my contract for the Forwardset online coaching membership.

Ordered / membership started on: _____
Member name: _____
Member address: _____
Member email: _____
Signature (only if submitted on paper): _____
Date: _____

PART B

COACHING AGREEMENT & INFORMED CONSENT

Member acknowledgement of the coaching relationship, risks and operating boundaries.

Coaching Agreement and Informed Consent

Version: 1.0 | Effective date: 1 August 2026

1. Coaching relationship

Forwardset provides structured, asynchronous fitness coaching. The coach uses professional judgment to select and adapt a programme, review check-ins and respond to relevant questions. The member trains independently and is not supervised in real time.

2. Coach credentials and scope

- 14. Advanced personal-training qualification.
- 15. Level 3 NVQ in coaching, teaching and instructing.
- 16. Level 3 strength and conditioning.
- 17. 25 years of coaching experience.

These credentials support fitness coaching within scope. They do not turn the service into medical care, physiotherapy, rehabilitation, psychotherapy or medical nutrition therapy.

3. Benefits and limits

Possible benefits include clearer training structure, improved exercise confidence, greater consistency, increased strength or fitness and better understanding of progression. Outcomes depend on factors including attendance, recovery, nutrition, health, environment and individual response. No result is guaranteed.

4. Foreseeable exercise risks

- 18. Normal fatigue, breathlessness and delayed-onset muscle soreness.
- 19. Strains, sprains, bruising, falls or equipment-related injury.
- 20. Aggravation of an existing, disclosed, undisclosed or previously unknown condition.
- 21. Rare serious events associated with physical exertion.
- 22. Risks created by incorrect setup, excessive load, unsuitable equipment or ignoring warning symptoms.

5. Readiness and health changes

I will complete the current readiness questions honestly and disclose information reasonably needed to assess suitability. I will tell Forwardset promptly about a relevant change, new diagnosis, medication change, pregnancy, injury, significant pain or professional instruction that affects exercise.

A coach may request clarification, pause coaching, adapt activity, decline an exercise or ask me to obtain clearance or advice from an appropriate healthcare professional. Forwardset does not make a medical diagnosis.

6. Stop and emergency rules

- 23. I will stop the exercise or session if I experience pain, dizziness, faintness, chest pain, unusual shortness of breath or another concerning symptom.
- 24. I will not wait for a Forwardset reply where urgent or emergency help may be needed.

25. In an emergency I will call 999. For urgent medical advice in the UK I will use NHS 111 or the appropriate local service.

26. I understand that the app and messages are not monitored continuously and are not an emergency channel.

7. Independent training responsibilities

27. Choose a safe training area and suitable equipment and follow gym rules.

28. Use conservative starting loads and progress only when the plan's criteria are met.

29. Watch demonstrations and ask if an instruction is unclear before attempting an exercise.

30. Do not train under the influence of alcohol or another substance that makes exercise unsafe.

31. Respect my current capacity; a scheduled workout is not an instruction to train through warning signs.

8. Check-ins and communication

I understand that the weekly check-in is a structured review, not continuous monitoring. Forwardset aims to respond within two working days. Missing or incomplete check-ins may limit the coach's ability to adapt the programme. I remain responsible for seeking timely professional help outside the coaching scope.

9. Technique video

I may submit one exercise video per calendar month for coaching feedback. I will record responsibly, avoid identifiable bystanders where possible and follow the gym's recording policy. Feedback is based on the angle and information supplied and is not equivalent to live supervision or clinical movement assessment.

10. Nutrition education

I understand that nutrition guidance is general education within the coach's competence. I will seek an appropriately qualified healthcare or nutrition professional for a medical condition, disordered eating, pregnancy-specific care, therapeutic diet or other need outside scope.

11. Member acknowledgements

32. ☐ I am at least 18 years old and the information I provide is accurate to the best of my knowledge.

33. ☐ I understand the nature and limits of an asynchronous online coaching service.

34. ☐ I understand the foreseeable benefits and risks described above and have had the opportunity to ask questions.

35. ☐ I agree to follow the stop and emergency rules and to seek appropriate professional help when needed.

36. ☐ I understand that results are not guaranteed.

37. ☐ I have read and agree to the Terms of Service and have read the Privacy Notice.

FIELD	ENTRY
Member name	Recorded electronically
Agreement checkbox	Unticked by default; mandatory
Date / time	Recorded automatically
Document version	V 1.0
Coach / reviewer	Recorded internally

PART C

PRIVACY NOTICE

Privacy information for applicants, members and prospective members.

Privacy Notice

Version: 1.0 | Effective date: 1 August 2026

1. Who is responsible for your information

Martin Ryan trading as Forwardset, is the controller of personal information used to operate Forwardset. Contact: hello@forwardset.co.uk. The public website will be forwardset.co.uk

2. Information we collect

CATEGORY	EXAMPLES
Identity/contact	Name, date or confirmation of age, email, address where needed and account identifiers
Application	Goal, training days, experience, gym access, source and application outcome; the public form does not request health data
Health/readiness	Readiness answers, injuries, pain, relevant conditions, medication or professional advice you choose or need to disclose
Coaching	Programme, exercise logs, check-ins, progress measures, messages, substitutions and coach notes
Media	Technique videos and, only with separate permission, testimonials or promotional media
Payment/contract	Subscription status, amounts, dates, receipts, cancellations, accepted document versions and consent audit records
Technical	Account, device, security and usage data supplied by the website, app or service providers
Support/compliance	Complaints, safety incidents, suspected misuse, legal requests and records needed to establish or defend claims
Marketing	Communication preferences, campaign interaction and minimal suppression information

3. Why we use information and our lawful bases

- 38.Steps requested before a contract and legitimate interests: handling applications, managing capacity and communicating an application decision.
- 39.Contract: creating and delivering the membership, administering the account, providing coaching, support and programme access, and taking payment.
- 40.Legal obligation: keeping required tax, accounting, consumer-rights and regulatory records and responding to lawful requests.
- 41.Legitimate interests: maintaining security, preventing misuse, improving administration, handling complaints and establishing or defending legal claims, balanced against your rights.
- 42.Consent: optional direct marketing, optional media or testimonial use, and any other processing clearly presented as optional.

43. Special-category health information: explicit consent where health and readiness information is used to assess suitability or adapt coaching. Where necessary, relevant information may also be retained or used for the establishment, exercise or defence of legal claims.

Where we rely on legitimate interests, we will document the interest, necessity and balancing assessment. Where consent applies, you may withdraw it at any time without affecting use before withdrawal. A service may be unavailable if the information is genuinely necessary to provide it safely.

4. Health information

Health and readiness information is special-category data. We request it only during full onboarding or coaching where it is relevant to suitability, adaptation or exercise-related safety. We rely on your explicit consent as the principal Article 9 condition for this use.

To withdraw health-data consent, email hello@forwardset.co.uk. We will stop processing based on that consent and explain what must be retained under another lawful basis. If we cannot provide the membership safely without the relevant information, we may need to pause or end the service fairly.

5. Automated decisions

Forwardset may use rules to label a response for attention, send reminders or suggest a workflow. We do not use solely automated decisions to approve health suitability, accept a member, diagnose injury or make a material programme decision because of pain. A coach reviews those matters.

6. Who receives information

- 44. My PT Hub or the current coaching-platform provider: account administration, programmes, exercise logs, check-ins, messages and relevant onboarding information.
- 45. Stripe: payment processing, subscription administration, payment status and fraud prevention. Forwardset does not receive full card details.
- 46. Microsoft 365: business email, member communications and controlled business records.
- 47. The Forwardset website and hosting provider: application records, secure website operation and technical logs.
- 48. Professional advisers, insurers, regulators, law-enforcement bodies or courts where disclosure is necessary and lawful.

Forwardset remains responsible for choosing appropriate processors and giving instructions. Supplier marketing or independent purposes must be identified separately rather than described as processing on Forwardset's behalf.

7. International transfers

Some suppliers or subprocessors may store or access information outside the UK. Where UK data-protection law restricts a transfer, Forwardset uses an applicable safeguard such as UK adequacy regulations, the UK International Data Transfer Agreement or the UK Addendum to approved standard contractual clauses, together with any required transfer-risk assessment.

8. How long we keep information

We keep information only as long as needed for the purpose, legal obligations, safety and the establishment, exercise or defence of legal claims. The periods and criteria below apply to live systems, controlled archives and provider backups.

9. Security

Forwardset uses proportionate organisational and technical measures, including restricted access, strong authentication, supported systems, secure supplier accounts, controlled exports, deletion routines and an incident process. No method is completely risk-free.

10. Your rights

Record	Retention period or criterion
Public applications	6 months after closure, decline or withdrawal

Record	Retention period or criterion
Active account, programme and training logs	For the active membership, then managed under the post-exit periods below
Routine coaching messages and check-ins	Up to 24 months after membership ends
Technique-review videos	90 days after feedback or membership end, whichever is earlier
Contract and consent evidence	6 years after the membership ends
Finance and tax records	For the period required by UK tax and accounting law
Marketing preferences	Until withdrawal or opt-out, with a minimal suppression record retained where needed
Complaints, incidents and claims	For as long as reasonably required to resolve the matter and establish, exercise or defend legal claims

At the end of the applicable period, information is deleted, anonymised or restricted unless a legal hold, unresolved complaint, safeguarding concern or claim requires a limited record to be retained. Backup copies are removed through the provider's normal secure rotation.

49. Ask for access to your personal information and a copy.
50. Ask us to correct inaccurate or incomplete information.
51. Ask us to erase information where the law applies.
52. Ask us to restrict processing in relevant circumstances.
53. Object to processing based on legitimate interests and object to direct marketing at any time.
54. Receive information you provided in a portable form where the right applies.
55. Withdraw consent at any time where we rely on consent.
56. Ask about safeguards for an international transfer.

To exercise a right, email hello@forwardset.co.uk. We may need information to verify identity and will respond within the legal time limit. There is normally no fee, although the law allows limited exceptions.

11. Data-protection complaints

Send a data-protection complaint to hello@forwardset.co.uk with "Data protection complaint" in the subject line, your contact details, what happened, relevant dates and the outcome you seek. We will acknowledge it within 30 days, investigate it and respond without undue delay. We will keep you informed if the matter is complex and record the outcome.

You may complain to the UK Information Commissioner's Office. We would appreciate the opportunity to address the issue first, but that does not remove your right to contact the ICO. Current ICO details are available at ico.org.uk.

12. Marketing and cookies

Marketing choices are separate from the coaching contract and health-data consent. Every electronic marketing message will include a clear opt-out. The website will give appropriate cookie information and obtain consent before setting non-essential cookies where required. Withdrawing marketing consent will not end a coaching membership.

13. Changes to this notice

We may update this notice to reflect law, suppliers or service changes. The current version and effective date will be published, and material changes will be brought to affected people's attention. Prior versions and acceptance records will be retained where needed.

PART D

CONSENT & RECORDS

Separate health-data consent and optional media or testimonial consent.

8. Explicit consent for health information

Member-facing consent statement

I explicitly consent to Forwardset using the health information I choose or need to provide in this form and future coaching check-ins only to:

- 57. assess whether Forwardset's online fitness-coaching service appears suitable for me;
- 58. select or adapt exercise coaching within Forwardset's professional scope; and
- 59. manage exercise-related safety, including reviewing symptoms, pain or readiness flags and deciding whether coaching should pause or appropriate professional advice is needed.

I understand that I can withdraw this consent at any time by emailing hello@forwardset.co.uk. Withdrawal does not affect use that was lawful before withdrawal. Forwardset will explain any information it must retain under another lawful basis. If Forwardset cannot provide the service safely without relevant health information, my application or membership may need to be paused or ended.

60. ☐ I explicitly consent to the health-information processing described above.

FIELD	ENTRY
Control	Separate checkbox; unticked by default; no pre-selected state
Identity	Authenticated applicant/member identifier
Timestamp	Date, time and timezone
Text/version	Exact consent wording and privacy-notice version
Method/source	Form/page/platform and IP/device evidence only if proportionate
Withdrawal	Date, request, actions taken, retained basis and service outcome

Optional media and testimonial consent

I give Forwardset permission to use the specific content identified below for the selected promotional purposes and channels. I understand that this is optional, does not affect my membership and is separate from coaching.

FIELD	ENTRY
Content	[Identify exact quote, image, video, result or case study]
Identity choice	☐ First name ☐ Initials ☐ Anonymous ☐ Other: _____
Channels	☐ Website ☐ Social media ☐ Email ☐ Paid advertising ☐ Other: _____
Editing	☐ Minor editing for length/clarity without changing meaning
Sensitive details	☐ I approve the specifically identified health/body/progress details: _____

FIELD	ENTRY
Payment/benefit	None unless separately recorded: _____
End/review date	[Set a reasonable campaign or review date]

I may withdraw consent for future use by emailing hello@forwardset.co.uk. Forwardset will stop new use and remove content from channels it controls within a reasonable period. Withdrawal may not recall material already lawfully printed, downloaded, shared by others or used before withdrawal; Forwardset will explain what is practicable.

61. ☐ I consent to the specific promotional use recorded above.

FIELD	ENTRY
Name	[MEMBER]
Signature / affirmative action	Recorded electronically
Date / time	Recorded electronically
Consent version	Recorded electronically
Asset reference	Recorded electronically
Withdrawal / expiry	Recorded where applicable