

# Kim Postance Pilates

## Privacy Policy

*Last Updated 30<sup>th</sup> October 2024.*

Kim Postance Pilates (we / our / us) is a small independent Pilates studio based in Guildford, Surrey, UK. As part of our compliance with the General Data Protection Regulation (GDPR) this document sets out our privacy policy specifying how we collect, process, and protect personal data that is supplied to us by our clients for the purpose of our business practice as a Pilates studio.

The GDPR seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU. It should be noted that GDPR does not apply to information already in the public domain.

### **HOW WE COLLECT YOUR DATA**

At the point of enquiry we collect name, email address and message field data from the website contact page. At registration, Kim Postance Pilates collects, via a GoogleDocs 'health questionnaire' form, client name, email address and other relevant personal data such as phone number, postal address, emergency contact, date of birth and relevant medical and musculoskeletal history in order to carry out basic communication, fulfil bookings, provide the best service and to help safeguard the health and wellbeing of clients who are undertaking Pilates practice at the Kim Postance Pilates studio. This information is then stored digitally in a password protected spreadsheet and deleted from GoogleDocs. Paper records are kept in a locked file at the studio. Only Kim Postance has access to either paper or electronic copies.

Payments are received by direct bank transfer or by specific arrangement in cash. In the event of a refund, Kim Postance Pilates will return funds securely by bank transfer via the Starling Bank app to the account provided by the client. These details are only held within the Starling Bank banking online banking service. Kim Postance Pilates does not hold any client banking information outside of that available on the Starling Bank app.

### **HOW WE USE YOUR DATA**

We use email, SMS (text) or WhatsApp as the primary form of communication with existing clients. We may also periodically send email newsletters, from [hello@kimpostancepilates.co.uk](mailto:hello@kimpostancepilates.co.uk) about products and services to both existing and previous clients, or those who have directly enquired about our services.

Your information may be used in the following ways to enable us to provide our Pilates service:

- Provide and maintain our services
- Management of class bookings
- Management of class payments (through the Starling Bank app)
- Send you newsletters, marketing materials or other information

- Respond to your comments, queries, and to provide customer service
- Check personal and medical details are up to date and accurate in order to safely undertake Pilates at Kim Postance Pilates

## **HOW WE SHARE YOUR DATA**

We will never disclose, rent, trade or sell clients' personal data to any third parties for their marketing or mailing purposes. If under the care of another practitioner (doctor or other healthcare professional or complementary therapist) we request that the client pass on any relevant information to us, rather than us speaking to the third party directly, unless both parties have obtained express permission of the client. We may, if required to by law share client data in response to a valid request from a public authority (e.g. court or government agency).

## **HOW WE PROTECT YOUR DATA**

All client information is treated with strict confidence, and we take all reasonable steps to keep personal information secure once it has been transferred to our systems. We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure, or destruction of personal information stored on our IT & filing systems. Whilst we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

## **YOUR DATA PROTECTION RIGHTS**

Depending on your location, you may have the following rights regarding your personal data

- The right to access – you have the right to request copies of your personal data
- The right to rectification – you have the right to request that we correct any information you believe is inaccurate or complete information you believe to be incomplete
- The right to erasure – you have the right to request that we erase your personal data, under certain conditions
- The right to restrict processing – you have the right to request that we restrict the processing of your personal data, under certain conditions
- The right to object to processing – you have the right to object to our processing of your data, under certain conditions
- The right to data portability – you have the right to request that we transfer the data we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our provided contact information.

## **CHANGES TO THIS PRIVACY POLICY**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the 'Last Updated' date at the top of this document. You are advised to review this Privacy Policy from time to time for any changes.

### **YOUR RIGHT TO OPT-OUT OF DIRECT MARKETING AND PROMOTIONS**

We provide an opt-out for marketing emails. At any time it is possible to opt out of these communications by emailing [hello@kimpostancepilates.co.uk](mailto:hello@kimpostancepilates.co.uk)

### **CONTACT US**

If you have any questions about this Privacy Policy, please contact us at;

**Email:** [hello@kimpostancepilates.co.uk](mailto:hello@kimpostancepilates.co.uk)

**Phone:** +44 (0) 7776 234 801

**Address:** 8 Upper Edgeborough Road, Guildford, GU1 2BG

Thank you for choosing Kim Postance Pilates. Your privacy is important to us and we are committed to protecting your personal. Information.