

# Pilates with Katie Privacy Policy

Pilates with Katie is committed to protecting your online privacy and adhering to the guidelines set out in the Data Protection Act and General Data Protection Regulation (GDPR).

This privacy statement aims to outline what information is logged by website visitors, how this information is used and how it can be removed / amended.

This privacy statement covers the collection and use of data on this website only. It does not apply to any websites that may be linked from this website. You should read their individual privacy policies.

## **The type of personal information we collect**

Pilates with Katie currently collects and process the following information:

- Name
- Date of Birth
- Phone Number
- Email Address
- Medical Information
- Gender
- Emergency Contact Details

## **How we get the personal information and why we have it**

The personal information we process is provided to us directly by you as you fill in one of our forms or request us to contact you to enable us to provide you with information you request about our products and services, keep you up to date with information about our products and services and to enable us to deliver services and safe Pilates instruction as a physiotherapy treatment.

We use the information that you have given us to tailor the Pilates to your needs.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) We have a contractual obligation.**

**(b) We have a legitimate interest.**

All information which identifies an individual is personal data. Pilates with Katie controls what happens to the data in our possession. We will not collect personal data from you that we do not require to deliver our services to you.

We also collect information when you voluntarily complete customer surveys or provide feedback.

Website usage is collected using cookies.

### **How we store your personal information**

Your information is securely stored either on a password protected and encrypted computer or paper based information is stored in a locked cabinet. Our website is hosted by WIX which holds our data.

We keep all your personal information for six (6) years from when you stop attending Pilates classes, in line with our insurance requirements. We will then dispose your information by shredding for paper records and secure deletion for electronic records

If consent is given, Pilates with Katie may send you marketing emails that may be of interest to you. You are able to opt out of these emails at any time by contacting [info@pilateswithkatie.com](mailto:info@pilateswithkatie.com). Unsubscribes will be recorded and kept as a permanent unsubscribed list. Our email marketing system is Mailchimp. Mailchimp complies with the EU-US Privacy Shield and the Swiss-EU Privacy Shield Framework.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info.pilateswithkatie@gmail.com](mailto:info.pilateswithkatie@gmail.com) if you wish to make a request.

We will regularly review this privacy policy. It was last updated on 17.11.2023

## **Cookies**

Cookies are small pieces of data stored on your browser. They are typically used to keep track of the settings you have selected and actions you have taken on this site.

We use cookies for important reasons, such as:

- To provide a great experience for visitors and customers.
- To identify registered members (users who registered to your site).
- To monitor and analyse the performance, operation and effectiveness of the website's platform.
- To ensure our platform is secure and safe to use.

Learn more at [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

## **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

Name: Katie White

Phone Number: 07466 284687

E-mail: [info@pilateswithkatie.com](mailto:info@pilateswithkatie.com)

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info.pilateswithkatie@gmail.com](mailto:info.pilateswithkatie@gmail.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>