

Physio Pilates MK Privacy Policy – May 2018

Our privacy policy has been reviewed and set out to underline the new rights for individuals within the new laws. The Data Protection Act 1998 was replaced by the General Data Protection Regulation (GDPR) on 25th May 2018. This change occurred to help protect the way an individuals data is managed throughout the European Union.

Our privacy policy has been written to let you know that we promise to look after your personal data and information. This privacy policy will be reviewed on a yearly basis or sooner according to any new legislation.

Who we are

Physio Pilates MK provides specialist physiotherapy-led pilates classes in Milton Keynes. They include beginners, intermediate, postnatal, kids and teens and pilates for runners classes.

Collecting Personal Information

We may collect, store and use the following kinds of personal information:-

From our website/email/other online communications

- Information that you provide when you contact us through our website (including your email address and any medical information you share with us).
- Information relating to any purchases you make of services that you enter through our website (including your name, email address, timings and types of classes booked).
- Information that you post to our website or Facebook pages for publication in the internet (including your name/user name, profile pictures and content of the posts).
- Information regarding any communications that you send us through our website.
- Any other personal information that you send us.

From face to face contact in classes

- Information you provide when you completing your health screening form in class* (including your full name, date of birth, address, emergency contact details, employment details, hobbies/interests, and details of your medical history).
- Information that you provide when using our services (including timings, frequency and pattern of service use).

*A health screening questionnaire is essential before taking part in activity as your instructor needs to know she is adapting exercises correctly to ensure your safety in the class. Only essential questions will be asked. We will collect this information in class and do not recommend you send this via email.

Using your personal information

Personal information submitted through our website will be used for the purposes specified in this policy or on the relevant pages of the website.

We may use your personal information to:-

- Administer our website and business
- Enable you to use the services available on the website
- Supply you services purchased through our website
- Send invoices and payment reminders to collect payments from you.

- Send you non marketing communications (such as class cancellations)
- Send out email notifications you have specifically requested
- Keep our website secure and prevent fraud

Disclosing personal information

- Personal information will be only shared with other pilates instructors who are working with you with your consent. This information will either be shared verbally or in encrypted messages.
- We will not supply your personal information to any commercial third party.
- We may disclose your personal information to the extent that we are required to do so by the law
- In connection with any ongoing or prospective legal proceedings
- In order to establish, exercise or defend our legal rights (including providing information for the purposes of fraud prevention)
- Personal information that you publish on our website or submit for publication may be available, via the internet around the world. We cannot prevent the use or misuse of such information by others.

Retaining personal information

Our data protection policies and procedures are designed to help comply with our legal obligations in relation to the retention and delation of personal information.

Personal information will be kept in line with the Data Protection Act, (1998). This is currently that all health screening forms/notes will be stored securely for 8 years from the date of the last treatment for adult records, and for children eight years after their 18th birthday or until 25 years of age. This is unless we believe such information will be needed in any ongoing or prospective legal proceedings.

Security of your personal information

We will take reasonable, technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will secure all of your personal information, including health screening forms and notes in a locked filing cabinet.

Class lists and emergency contact details will be taken to each class in a locked case for your safety. Class lists will contain your first name and last initial to protect your information.

Emails are not secure unless both parties are encrypting their emails. We do not advise that you share any medical details by email, Facebook or Facebook messenger to keep your personal information secure. Instead please contact us via email to arrange a telephone consultation.

Security of financial information

We do not see or store any of your financial data on our website.

All electronic financial transactions entered through our website are protected by Paypal and Stripe. Please check their own privacy documents for up to date details.

Amendments

We may update this policy as needed to keep up to date with current legislation. The current

version of this policy will be published on our website and accessible at any time. A copy of this policy will also be emailed on request.

We advise that you recheck this page to check you are happy with any changes to this policy. Any changes will be emailed to you if you have provided consent for us to do so.

Your rights

You may instruct us to provide you with any personal information we hold about you. Provision of this information will be provided within one month, subject to the following:-

- Provision of appropriate evidence of your identity (eg passport, photo driving license).
- We may withhold personal information that you request to the extent permitted by the law.
- You may instruct us at any time not to process your personal information for marketing purposes.

Third Party websites

Our website includes links to and details of third party websites.

We have no control over, and not responsible for the privacy policies and practices of third parties. Please check these third party privacy policies for your own data security. This includes Facebook, Facebook Messenger and WhatsApp.

Updating information

Please let us know if the personal information we hold about you needs correcting or updating.

Cookies

- Our website uses cookies
- A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.
- Cookies may be 'persistent' cookies (Stored by a web browser until a set expiry date) or 'session' cookies (which end when the web browser is closed).
- Cookies do not typically contain any personally identifiable information, but personal information that we store about you may be linked to the information stored in and obtained from cookies.
- We do not analyse the cookies used by our website
- It is possible for you to remove the use of cookies on your own browser. You can also delete cookies already stored on your computer
- Please note that blocking cookies may have a negative impact on the usability of many websites.

Data Protection Registration

As we do not process information on a computer we are exempt from needing to register with the information commissioner. However we do comply with the Data Protection Act (1998) as outlined in our policy above.

Our details

This website is built on www.wix.com and operated by Physio Pilates MK. Our full address is www.physiopilatesmk.co.uk

You can contact us for further information by email at catherine@physiopilatesmk.co.uk