

Welcome to the Tring Pilates privacy notice

Tring Pilates is the controller and responsible for your personal data.

Contact Details

Tring Pilates
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Tring
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Any changes to this Privacy Notice will be made known to you before it takes effect in relation to you.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Tring Pilates may collect, use and store different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name, last name, title, date of birth and gender.
- **Contact Data** includes residential address, email address and telephone numbers.
- **Financial Data** includes payment card details.
- **Transaction Data** includes details about payments from you.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- **Health Information** *includes the information you provide on the client questionnaire and assessment forms, information we add to the assessment forms based on our observations, and information provided, with your consent, from GP's, Consultants, Physiotherapist or other medical consultants, that will help us work with you. This information will only be used to ensure that the service we provide meets your requirements and to ensure your wellbeing. Under no circumstances will it be used for marketing or similar purposes.*

Tring Pilates only collect information about you directly from you, or your medical practitioner as set out above with your consent and will only use it to provide our services that you may request. We do not transfer your personal data to any third country nor do we share your information with anybody, other than as may be required by law.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by letting us know.

Marketing

You may receive marketing communications from us if you have requested information from us or purchased services from us and, in each case, you have not opted out of receiving that marketing.

Security

Tring Pilates have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Retention Limits

Tring Pilates will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or accounting requirements.

Your Legal Rights

If you wish to access any of the rights as set out below, please let us know by phone email or just tell us.

Request access to your personal data (commonly known as a “data subject access request”). This enables you to request confirmation about how and whether we process your data and/or receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. Tring Pilates will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, format. Where we keep the information on an automated system, this will be in machine readable format. Please note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. Tring Pilates will advise you if this is the case at the time you withdraw your consent.

Complaints - You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). Tring Pilates would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Tring Pilates Studio
May 2018