



You may have heard about the new data protection laws (known as GDPR) which came into force on the 25th of May 2018, the 2018 Data Protection Act.

It all looks a bit complicated but basically, as a client of Pole Fitness with Simone, this Privacy Policy advises you how we handle your data to comply with the new General Data Protection Regulation. It governs the way Pole Fitness with Simone collects, uses, maintains, and discloses information collected from users of the Pole Fitness with Simone website <https://bookwhen.com/polefitnesswithsimone>. You have the right to know what data about you is held, how it is kept, and what that data is used for. Pole Fitness with Simone is committed to keeping your personal information secure. If you have any queries or concerns, please contact us.

Who we are?

Pole Fitness with Simone
Simone Rix Tel. 07964995884
polefitnesswithsimone@outlook.com

What information do we collect?

Pole Fitness with Simone may collect personal information in a variety of ways, including, but not limited to, when Users visit our website, register, sign up, fill out forms, respond to surveys. We may hold your name, address, date of birth, health conditions, email, telephone number, emergency contact details.

Non-personal identification information may be collected about Users whenever they interact with the website. This may include their browser name, the type of computer and technical information about how their computer connected to the Site, such as the operating system and Internet service providers.

The Site may use "cookies" to enhance Site Users' experience. Users may choose to set their browser to refuse cookies, however it is possible that some areas of the website may not work as effectively.

How do we use your personal information?

Pole Fitness with Simone will only use your data for the purpose for which it was collected, to provide the services you have requested, process your payments, monitor marketing and promotions in order to improve our services. Only those people who need to see your information to fulfil the service will see your information.

We may collect and use personal information for the following purposes:

- To set up, administer an account and process relevant payments.
- To send periodic e-mails or telephone messages. We may use your email address and / or telephone number, to send you information such as updates about classes or offers.
- To run a promotion, contest, or survey.
- To improve customer service. Information you provide helps us to respond to your requests and support needs more efficiently.
- To improve our Site. We may use feedback you provide and improve our products and services.

What legal basis do we have for processing your personal data?

When you book a class, course, or session with Pole Fitness with Simone you are freely providing Consent for us to hold your data for the purpose of providing that service.

By using our services, you are consenting to our collection and use of your information as set out in the Policy.

How we Protect your information.

Your information is stored electronically in the United Kingdom and appropriate security measures are in place to protect against unauthorised access to the systems and keep your information safe.

Where paper records are necessary, they are stored securely and shredded when no longer necessary.

Sharing your personal information

We treat your personal data confidentially and Pole Fitness with Simone will never sell, trade, or rent your personal information to others.

Third party service providers may be used to help us operate the business and website or administer activities. We may share your information with these third parties for those limited purposes.

Other online systems where your information may be kept.

The following all have their own Privacy Policies and are GDPR compliant:

- BookWhen. The online booking system.
- Payment systems, Stripe. Pole Fitness with Simone has no access to your bank or card details.

Third Party Websites

You may find advertising or other content on the website that links to sites and services of other third parties. The content of these links is not controlled by Pole Fitness with Simone and we are not responsible for the practices employed by those websites.

How long do we keep your personal data for?

Your personal information will not be kept after we no longer need it. Paper records will be securely shredded, and electronic records deleted. To comply with insurance and tax law we may have to retain your records for at least 7 years following the date of the final service or payment.

Changes to the Privacy Policy

Pole Fitness with Simone has the discretion to update this policy at any time. You will be notified on the website if any changes are made. It is your responsibility to become aware of any modifications.

Your acceptance of these terms

By using Pole Fitness with Simone website, you signify acceptance of this policy. If you do not agree to this policy please do not use the Site.

Your rights in relation to personal data

You have the right to see what information is held about you. Please note that a fee may be applied to cover administrative costs in supplying the information. However, you can see the information yourself by looking at the online booking site, BookWhen.

If you think some information is wrong, then please contact us to make the correction.

If you would prefer not to receive any e-mails or text messages, please contact us so that you can be removed from the email or telephone list. Please be aware that you could miss out on essential information such as a last-minute change of class time or cancellation.

Student photos and videos

Whilst we understand the desire to take photos and videos being taken in class it is important to recognise that some people may not wish to be included. Please make sure that your photos or videos don't include students in the background unless you have their explicit permission to do so, including posting it on social media.

Marketing pictures or videos

Pole Fitness with Simone, its employees and volunteers reserve the right to take class photos and videos for the use of promoting Pole Fitness with Simone. You may opt out of having your photo taken by emailing polefitnesswithsimone@outlook.com and advising your instructor in class, this will avoid it being used for advertising or promotion on social media.

Last updated 15th March 2025.