



# Privacy Policy

## Effective Date

04/01/2025

### 1. Who We Are

Wellness Pilates Ltd is a Reformer Pilates studio and training provider based in the UK. Our services include group and private Reformer Pilates classes, workshops, and instructor education programmes.

Registered Company Name: Wellness Pilates Ltd

Company Number: 14702871

Registered Address: Unit 1A Woolton Hill Business Centre, Trade Street, RG20 9UJ

Contact Email: [info@wellness-pilates.co.uk](mailto:info@wellness-pilates.co.uk)

### 2. What Information We Collect

We may collect and process the following personal data:

- Identity Data: Name, date of birth
- Contact Data: Email address, phone number, address
- Health Data: Medical or physical conditions relevant to safe participation in exercise
- Payment Data: Bank or card information (processed via third-party platforms)
- Usage Data: How you use our website or services
- Marketing Data: Preferences for receiving newsletters or promotional materials
- Learner Data (if applicable): Qualifications, education history, assessment results

### 3. How We Collect Your Data

We collect data:

- When you sign up for classes or courses
- When you fill in a health or consent form
- When you contact us via email or website
- Through third-party platforms (e.g. booking systems, payment processors)

### 4. Why We Use Your Data

We process your data for the following purposes:

- To deliver our services safely and effectively



- To meet insurance and legal obligations
- To manage bookings, payments, and attendance
- To assess learner progress (if on a training course)
- For customer support and communication
- For marketing (with your consent)

### **5. Legal Bases for Processing**

We rely on the following lawful bases:

- Consent – for marketing or optional data collection
- Contract – to fulfil our service obligations
- Legal Obligation – for tax, insurance, or health & safety
- Legitimate Interest – to manage our business and improve services

### **6. How We Store and Protect Your Data**

We store your data securely using encrypted systems and access controls. Paper forms (if used) are stored in locked filing cabinets. We retain data only as long as necessary, typically:

- Health and consent forms: up to 7 years
- Learner records: in line with awarding body requirements
- Marketing preferences: until you opt out

### **7. Sharing Your Data**

We do not sell your data. We may share data with:

- Payment processors (e.g. SumUp)
- Booking platforms (e.g. MindBody)
- Awarding organisations (e.g. Active IQ, NCFE) if you're enrolled in a course
- HMRC or other legal bodies, if required

All third-party services are GDPR-compliant.

### **8. Your Data Protection Rights**

You have the right to:

- Access your personal data
- Request correction or deletion
- Object to processing
- Withdraw consent at any time
- Lodge a complaint with the ICO (Information Commissioner's Office)



To exercise your rights, contact us at: [info@wellness-pilates.co.uk](mailto:info@wellness-pilates.co.uk)

#### **9. Cookies and Website Tracking**

Our website may use cookies to enhance user experience and monitor website performance. You can manage cookie settings in your browser.

#### **10. Changes to This Policy**

We may update this policy from time to time. The latest version will always be available on our website.

#### **Contact Us**

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Email: [info@wellnes-pilates.co.uk](mailto:info@wellnes-pilates.co.uk)

Phone: 07984964004

Address: Unit 1A Woolton Hill Business Centre, Trade Street, RG20 9UJ