

**TITLE: Policy – Privacy**

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**1.0 PURPOSE**

The purpose of this policy is to outline the arrangements that apply for Privacy.

**2.0 SCOPE**

This policy forms part of the Terms & Conditions (T&Cs) applicable to all clients of NY Studio, located at Unit 21, Terry Dicken Industrial Estate, Station Road, Stokesley, TS9 7AE.

**3.0 RESPONSIBILITIES**

The business owner will be responsible for ensuring that the T&Cs are kept up to date  
 Clients should make themselves familiar with the contents of this policy document.

**4.0 POLICY**

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<b>REV</b>	<b>DATE</b>	<b>AMENDMENT</b>	<b>PREPARED</b>	<b>CHECKED</b>	<b>APPROVED</b>

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## NY Studio Pilates: Privacy Policy

Please take a moment to read because this is how we roll. We are committed to protecting your personal information and respecting your privacy, the data you provide is always treated with the utmost respect, never passed on to any third parties and only used for reasons that you would expect as outlined within the body of this policy. We will only ask you for information that we feel we must have in order to ensure that we can meet your needs and expectations as efficiently and effectively as possible. We aim to be clear with the reasons for asking for your personal data and completely transparent with where it is stored and how it is used and the procedures taken to ensure it is kept safe.

Please be aware that this policy is to be reviewed regularly. Any noteworthy changes will be communicated directly to those of whom use a service provided by NY Studio.

### 1.0 Session Scheduling and Booking System

We use Teamup to administer our online booking. You can see their Privacy Policy via this link: <https://www.teamup.com/privacy-policy>

By booking through Teamup, your name, address, email, and phone-numbers, plus a record of the classes you have booked, is stored on a database that only *Kara Gillett* has access to.

### 2.0 Payment

Your money is processed by Stripe and GoCardless who both accept most debit and credit cards. You can find out more about them and their security in this document:

<https://stripe.com/gb/privacy>

<https://gocardless.com/privacy/payers/>

### 3.0 Communications

We use Mailchimp as the main method of providing general information. You must subscribe to let us send you the odd email reminding you about your upcoming sessions, Pilates classes, when new classes or workshops are coming up and important news. You can unsubscribe from these emails at any time. You can find out more about Mailchimp and their security in this document:

<https://mailchimp.com/legal/privacy/>

### 4.0 How and Why your information will be used

#### 4.1 Contact Details

Your contact details will be used to contact you to maintain the service we provide. This includes:

- email correspondence to provide information about the service you have requested from us
- responding to enquiries and requests, special events we periodically offer
- to provide you with a valued service we may contact you to ask how you are progressing with your practise and whether there is anything we can assist you with in order to enhance the service provided and therefore the benefits you may achieve.
- to provide you with other information that may be of interest to you eg; newsletters, video links, blog entries, events - workshops and retreats, promotions, new classes and competitions.

#### 4.2 Attendance Details

Your name and attendance will be used to maintain a register of each class, the register is used only for confirmation of your attendance and for health and safety requirements:

- to administer and process payments you make for services.

#### 4.3 Telephone Numbers

Your telephone numbers will be used for urgent communications, for example:

- to notify you of any disruptions.

#### 4.4 Enrolment Forms and Medical Information

##### 4.4.1 Enrolment

At NY Studio we ask that on enrolment you complete an enrolment form, normally via TeamUp, but for some clients, a paper version. Within the form we ask for personal data such as, your name, postal address, email address, phone number and details of your health and next of kin. It also asks for you to consent to the use of your personal information to receive correspondence from us and for you to agree to the terms and conditions by which NY Studio operates.

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To be able to do our job as Massage Therapists / Pilates Teachers, we need to ask you information about health conditions and injuries. It is very important you give accurate and current information to us and keep us up-to-date with your state of health. Your personal information is only ever collected for treatments / teaching purposes, NY Studio asks for necessary information to enable us to work with you.

Paper enrolment forms are stored within a locked filing cabinet, they may be uploaded to a password protected computer which is also stored in a secure place. They may be uploaded to our TeamUp site, where electronic enrolment forms are stored. Only *Kara Gillett*, owner of NY Studio has full access to the personal data held. NY Studio Therapists / Teachers may have access when necessary, enabling them to review health information to effectively plan your treatment or class. All Therapists / Teachers have received and signed updated contracts which adhere to the GDPR legislation.

We do not discuss you or any details of your health with anyone outside of NY Studio unless with your permission. We may only discuss your health on the occasion that you may be working with another therapist / teacher, if this is necessary you will be informed ahead of time.

#### 4.4.2 Health Information

You are asked to provide some information about your health on enrolment, this information is to give us relevant information to ensure you are safe within the service we provide, avoiding any exercise or advice that may contraindicate your current condition of health. In short, we just want to make sure we can look after you and make sure you are safe whilst in our care.

#### 4.4.3 Next of kin

The name and phone number of your next of kin may be stored in two places, the health questionnaire you return when you start work with us and within a password protected, secure database accessible to NY Studio teachers. This information is only ever used in the case of an emergency. We hope to never use it however it is important to have it accessible to the Therapists / Teachers if in the unlikely event we do need to contact your next of kin should an emergency arise.

### 5.0 Data Security and Sharing

We know how much personal data matters so we endeavour to go the extra mile to ensure it is kept safe and only used as necessary. As such personal data is never passed on to any third party.

Studio Therapists / Teachers have access to your personal information provided by yourself on enrolment for the purposes set out in the policy only, that being to provide you the client with the service provided by NYStudio.

Physical and technical safeguards are in place to protect all information provided by you and ensure that all information is kept purely confidential.

### 6.0 Website

We do use some Cookies on our website – Cookies are stored on your internet browser and are designed to make any future visits to our website as efficient and pain-free as possible by remembering pages or preferences, for example. We use these Cookies to track what pages are visited on our website and to facilitate your purchases (i.e. by remembering what's in your basket) if you are buying anything on our website or booking online with us. Your internet browser enables you to delete or block Cookies if you so wish.

Under new Data Protection (GDPR) regulations, we must ask for your consent to the use of Cookies as described. By clicking through to the Privacy Policy page, we will assume you are happy to continue using our website based on the information given in the Privacy Policy. Alternatively, please go to the option provided on your internet browser to delete or block Cookies if you so wish. Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

### 7.0 Contact

You may contact our data protection officer *Kara Gillett* should you have any queries.

Phone: 07884201234 Email: pilates@nystudio.co.uk