



## Terms & Conditions

Session options and current prices are:

One session per week:	One to Ones:
7 week block £77	£40 a session
One class per week, on the same day and time each week unless otherwise agreed. Full payment for the block must be received in advance, at the time of booking which will secure your place.	Payment must be received in advance of the session.
Please book by email. You will receive confirmation of your place by email upon receipt of payment.	

Please pay by bank transfer/standing order to: K N Wachuku-King, Account Number 63328643, Sort Code 20-25-25, Reference: Your name.

Sessions are available for smaller groups and one to ones upon request. For bespoke sessions prices will be determined on enquiry.

All sessions are 50 minutes.

Classes will not take place on bank holidays unless advised.

Once booked and paid for, sessions are non-refundable for any reason. If you are unable to attend a booked session, please inform **Pilates Passion** in advance of the session, giving as much notice as possible. You may, subject to availability, attend another class within that week (Monday to Friday).

### Cancellations and Changes

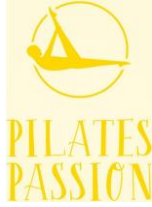
Classes may be cancelled by **Pilates Passion**. Teachers may be substituted, class locations, times and/or days may be altered. No refunds will be given because of changes.

### Enrolment Policy

All new clients:

- must complete an enrolment form prior to attending their first session.
- may be asked to book an initial individual one to one assessment session.





## Privacy Policy

### Our contact details

Name: Pilates Passion

E-mail: [pilatespassion@outlook.com](mailto:pilatespassion@outlook.com)

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Date of birth
- Medical data

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To teach Pilates in accordance with the Body Control Pilates Association (BCPA) Code of Practice.

We also receive personal information indirectly, from the following sources in the following scenarios:

- A specialist practitioner (where you have provided their details), such as but not limited to GP, Physiotherapist, Chiropractor and/or Osteopath.

We use the information that you have given us in order to give you the best possible exercise advice.

We may share this information with another (Body Control) Pilates teacher who will teach you. It will not be shared with any other third party without your written consent.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Pilates Passion.**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

### How we store your personal information





Your information is securely stored on our computer system.

We keep your personal information for seven years. We will then dispose your information by deleting it from our computer system.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to withdraw consent** – You have the right to withdraw consent to our processing of your personal information.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at [pilatespassion@outlook.com](mailto:pilatespassion@outlook.com) if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [pilatespassion@outlook.com](mailto:pilatespassion@outlook.com). You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>





## Website - Privacy Policy

Thank you for visiting our website.

We place the utmost importance on your privacy, so please rest assured that any personal information that you give us will remain securely stored and will never be shared with any third-party organisations. 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 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 reading/clicking through to this page, we will assume you are happy to continue using our website based on the information given in this Privacy Policy. Alternatively, please go to the option provided on your internet browser to delete or block Cookies if you so wish.

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