

## PRIVACY POLICY

Lucy Hartin Pilates is a small independent business. This privacy policy explains how Lucy Hartin processes any personal data collected when you register on her website, book a class, complete forms, or visit her studio in person.

Lucy Hartin Pilates takes your privacy seriously and is committed to ensuring that your personal data is protected. By using her services, in any capacity, you agree to the collection and use of information in accordance with this policy. Any data collected is done with your permission and is only used for basic communication about classes and appointment bookings, the purchase of products and services and relevant and appropriate direct marketing designed to enhance your experience and improve services to you.

### PERSONAL INFORMATION COLLECTED

Lucy Hartin may ask you to provide certain personally identifiable information that can be used to contact you and identify you. This personal information may include, but is not limited to, your name, email address, date of birth, phone number, postal address, emergency contact. You may also be asked to provide GP details and information relating to your medical background and lifestyle. The purpose of this is so your sessions can be tailored to your needs with relevant due care and consideration for your age, your requirements and to meet with insurance company criteria.

### HOW YOUR INFORMATION IS COLLECTED AND USED

#### Booking System

Lucy Hartin uses a booking system called 'Acuity Scheduling' who will collect your personal information via her website to create and manage your booking. **You can find 'Acuity Scheduling's' Privacy Policy here:** <https://www.squarespace.com/privacy>

#### Payment Processing

Your card payment is processed by Stripe via Acuity Scheduling. **You can find Stripes Privacy Policy here:** <https://stripe.com/gb/privacy>

#### Health Questionnaire also known as Physical Activity Readiness Questionnaire (PAR-Q)

Once your booking has been confirmed, you will be required to complete a Health Questionnaire. This may be a link sent directly to your email, an editable PDF version sent directly to your email, or a hard copy provided upon your first visit. This information is sent to you via Jotform. **You can view Jotforms Privacy Policy here:** <https://www.jotform.com/privacy/>. This information is used to establish whether you are in a good state of health to participate in Pilates exercises or whether it is advisable to consult your GP before you begin and to meet with insurance company criteria.

#### Pilates Initial Assessment Form

Personal information is also collected in person and recorded on a hard copy at the beginning of any 1:1 session. This may include but is not limited to your relevant medical background, current state of health, activity level and lifestyle. The purpose of this is so your sessions can be tailored to your needs with relevant due care and consideration for your medical history, existing health conditions, age, and general requirements. These records are kept in a locked filing cabinet when not in use by Lucy Hartin and are only seen by Lucy Hartin.

## **WhatsApp and Facebook**

With your consent Lucy Hartin may add you to a class WhatsApp group and/or Facebook Group for instant communication in relation to, but not limited to, class times, venue information, information regarding Pilates exercises and general reminders.

If you do not wish to be added to a WhatsApp or Facebook Group please email [lucy@lucyhartinpilates.com](mailto:lucy@lucyhartinpilates.com).

## **HOW YOUR DATA IS PROTECTED AND THIRD PARTIES**

Your data is stored on password protected devices and/or in a secure lockable filing cabinet which only Lucy Hartin has access to. Data collected by third party service providers (Acuity Scheduling, Stripe and Jotform) is protected in accordance with their Privacy Policies which can be found on this page.

Lucy Hartin minimises the use of paper copies of your personal data and does not share your information with any third parties. If you are under the care of a practitioner, be that a doctor or manipulative / physical therapist Lucy Hartin will ask that you pass on any relevant information, rather than her speaking to them directly, unless both parties have your express permission.

Client paper records are kept for 7 years after the last visit and then destroyed by shredding.

## **YOUR RIGHT TO OPT-OUT OF DIRECT MARKETING AND PROMOTIONS**

### **E-mail use Policy:**

Lucy Hartin will add your email address to an 'in-house' database, and it may be used for contacting you in regard to your 1:1 sessions, classes, home exercise plan, marketing campaigns, offers and other generalised information. If you do not wish to receive any or some of this information you can unsubscribe at any time by emailing [lucy@lucyhartinpilates.com](mailto:lucy@lucyhartinpilates.com) requesting this.

## **LAWFUL DISCLOSURE**

Lucy Hartin will disclose your Personal Information where required to do so by law or in accordance with an order of a court of competent jurisdiction.

## **PRIVACY POLICY UPDATES**

Lucy Hartin may update her Privacy Policy from time to time. She will notify you of any changes by posting the new Privacy Policy on this page.

## **ACCESS AND UPDATES TO YOUR INFORMATION**

You have the right to request a copy of the information that Lucy Hartin holds about you and can update your information whenever you need to. If you would like a copy of some or all your personal information or to update your personal information, please email [lucy@lucyhartinpilates.com](mailto:lucy@lucyhartinpilates.com).

## **CONTACT**

If you have any queries about this policy or any of the data Lucy Hartin holds on you, please email [lucy@lucyhartinpilates.com](mailto:lucy@lucyhartinpilates.com).