

My Pilates Supporting U customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- How to complain

Contact details

Telephone

07375200495

Email

info@mypilatesexercise.co.uk

What information we collect, use, and why

We collect or use the following personal information to risk assess the health and safety of clients:

- Names and contact details
- Health and wellbeing information (such as medical records or health conditions)

We also collect or use the following special category for information under health and safety of clients. This information is subject to additional protection due to its sensitive nature:

- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below.

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)

- **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. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to risk assess for health and safety of clients are:

- Consent - we have permission from you after we gave you all the relevant information. It supports reasonable risk management. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Documented screening can help demonstrate duty of care if a question ever arises.
- Professional bodies and insurers expect clear screening records.

Where we get personal information from

- Directly from you

How long we keep information

We hold PAR-Q information for a maximum of 12 months from the date it is completed. This duration allows for the possibility of any health condition or medication changes that may affect a client's ability to participate in physical activity. We will ask clients to confirm any changes that to update the PAR-Q every six months to ensure that the information remains current and accurate. If a client's health has changed since completing or updating their PAR-Q form, they should be encouraged to update it promptly.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@mypilatesexercise.co.uk