

Yoga in Cheshire Yoga
Privacy Statement - May 2018

Yoga in Cheshire is the trading name of Tabitha Dootson
Information Commissioners Office Registration: A8269055

- Enquiries from non customers - message, name and email address - received via our website or by email are used to answer query and follow up.
- Mailing list - name and email address - populated by people registering on our website, or opting in on an enquiry form. People completing a health declaration are added to the mailing list so they can be kept in touch with class information. All mailings have opt out link - indefinitely, but opt out link on each mailing. . All newsletters have an unsubscribe option.
- Health and registration forms from students - name, contact details and health information - completed via our website or in class - used for class management, and held for at least seven years for insurance purposes.
- Attendance registers - data collected in class - used for class management, and held for at least seven years for insurance purposes.
- Notes on classes and sessions - data collected in class - used for class management, and held for at least seven years for insurance purposes.
- Emails - sent from clients and non clients. Important messages are saved in our filing system, otherwise emails retained for up to two years.
- Payment data, excluding card information which we do not receive at any time. Received via accounting and banking systems, and saved for at least seven years for accounting and tax obligations.
- Website cookies set automatically by our software. We do not knowingly access these or pass to third parties.
- Except where required by law, we do not share data with third parties or sell contact lists.
- Information held by Yoga in Cheshire is accessed by staff working for Yoga in Cheshire and contractors working on Yoga in Cheshires's IT, and may be shared, on a need to basis, with other teachers at Yoga in Cheshire, eg if you are attending their class, or they are covering a class.

For queries about Data Protection, please contact info@yogaincheshire.com

How Do We Use Your Information?

We will use your information to provide our services and meet our obligations to any relevant regulatory authority, and to develop and improve our services to you and other customers and protect our interests.

We will retain information about you after the closure of your file for as long as permitted for legal, regulatory, fraud and other financial crime prevention and legitimate business purposes.

We will keep information about you confidential unless you have consented to its transfer to any other third party, we have a duty to disclose it or law or regulation allows us to do so for legitimate business purposes.

Security of information

We assume responsibility for keeping an accurate record of personal data once you have submitted the information but not for confirming the on-going accuracy of your personal information. If you advise us that your personal data is no longer accurate, it will be amended, where practical.

Accuracy of information

All personnel of Yoga in Cheshire are required to keep personal information confidential and only authorised persons have access to such information. Generally accepted standards of technology and operational security measures have been implemented to protect personal information from either loss, misuse, alteration or destruction.

Email communications

If you have registered to receive emails from Yoga in Cheshire, you have the option to opt out or change your email preferences. To do this, please see the footer of the email communication.

Recording of Calls

We do not at present record calls. However, calls may in the future be recorded for our mutual security, training and monitoring purposes, and we will further amend our Privacy Policy if we utilise this technology.

Access to Your Personal Information

You have the right to request a copy of the personal information we hold about you. To do so, please email or write to us using the contact details below. We reserve the right to charge reasonable fees for this, for example, for requests which are excessive, unfounded or repetitive.

You also have additional rights in respect of your personal data, which are covered by the Information Commissioner's Office guidance. For more details on how to

exercise these rights, please contact the Information Commissioner's Office.

If you are unhappy with how your personal data is used, you also have the right to lodge a complaint with the Information Commissioner's Office (the supervisory authority for data protection in the UK). Their contact details are: -

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF