

PRIVACY POLICY

What information do we collect?

We receive, collect and store any information you enter on our website or provide us at point of enrolment. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

Why we collect this information

We collect such Non-personal and Personal Information for the following purposes:

- To update you on class times and cancelled sessions
- To provide our clients with ongoing customer assistance and technical support
- To be able to contact our clients with general or personalised service-related notices and promotional messages
- To personalise our service to you and make sure we are aware of any health conditions or injuries you may have
- To comply with any applicable laws and regulations

Please note we may ask your permission to talk or email your physiotherapist, consultant, doctor, or other health professional if we think this would benefit your treatment. You would be entitled to see this correspondence.

How we collect information

When you conduct a transaction on our website, or fill out an online enquiry form, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only. Information may also be collected on enrolment at the beginning of a class or private session.

How do we store information?

Enrolment forms that are in hard copy form are scanned and electronically stored. The paper copy is then shredded and disposed of.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the

general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

How do we communicate with site visitors?

We may contact you to notify you of new classes being offered, to make you aware of any cancellations, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do you use cookies and other tracking tools?

Our website is hosted on the wix.com platform. Cookies are implemented in every site built by Wix. For more information, please go to <https://support.wix.com/en/article/cookies-and-your-wix-site>

How can you withdraw your consent?

If you don't want us to process your data anymore, please contact us at pettswoodpilates@gmail.com or send us mail to 125 Crescent Drive, Petts Wood, BR5 1BA.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and your contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at

pettswoodpilates@gmail.com or send us mail to: 125 Crescent Drive, Petts
Wood, BR5 1BA.