



## Privacy Policy

### Contact details

Name: Vanessa Mansergh

Address: Goring-on-Thames

Phone Number: 07906186912

E-mail: [vanessa@threepillarsofhealth.co.uk](mailto:vanessa@threepillarsofhealth.co.uk)

### The type of personal information we collect

We currently collect and process the following information:

- Health form – name, email address, landline and mobile numbers, emergency contact name and medical history.
- Email address saved in Contacts for e-newsletters
- Postural photographs

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

All the personal information we process is provided to us directly by you when you complete the pilates health form or in person at a private pilates class for the following reasons:

- To create a safe and effective pilates program
- For posture analysis
- To periodically send out e-newsletters

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

**(a) Your consent. You can remove your consent at any time. You can do this by contacting Vanessa via email [vanessa@threepillarsofhealth.co.uk](mailto:vanessa@threepillarsofhealth.co.uk).**

**(b) We need it to perform a public task.**



## How we store your personal information

Your information is securely stored.

We keep paper copies of the health forms for seven years in a filing cabinet in a locked studio. We will then dispose of your information with a shredder. There are no digitally stored health forms.

### IT Security

- Strong passwords are used on a laptop and face recognition on an iPhone.
- No one else uses the pilates studio / office.
- Old IT equipment is disposed of securely by wiping all personal data on all devices.

Email addresses are stored in contacts on Wix and in Outlook until the recipient unsubscribes from the monthly e-newsletter.

Email enquiries using the website contact form are stored on Wix unless a request is made to delete it. Outlook emails are deleted once dealt with and not stored.

Postural photographs taken with the consent of the student are sent via email and are immediately deleted from the mobile. Printed photographs kept with the health form will be disposed of after seven years.

## 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 object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**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 via email [vanessa@threepillarsofhealth.co.uk](mailto:vanessa@threepillarsofhealth.co.uk).

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [vanessa@threepillarsofhealth.co.uk](mailto:vanessa@threepillarsofhealth.co.uk).

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>