



Privacy Policy

The information the business collects:

We collect full names and DOBs (of both carers and children), addresses, phone numbers, email addresses, payment details, an emergency contact name and details, and various medical history. We may also ask for contact details of other professional care that you might be receiving or recently received and If you have shared information about other professional care, eg physiotherapist, osteopath etc, then with your permissions, we will contact them for further information about your care with them, to provide the safest and most holistic care.

How we collect data and how we use it:

Your information will be taken at time of booking online, via email, through the website, in-person registration, or by online form.

We use the personal information to enroll you into classes and take payments and may at time to time use your details to send you promotions and marketing. We also use your information provided in the health questionnaire to prepare your sessions according to your health history.

We do not share your personal details.

Who has access, how it's protected and how long do you retain their information:

In order to prioritise safety of your data, only me and the third-party service providers that you made the booking from will have access to your data (e.g. your website provider or booking platform).

As many of our clients stay with us for many years after their initial reason for starting, we keep your personal data for as long as necessary.

How to access and update your information:

To update any personal information that the business holds for you please email info@awakenpilates.co.uk

How customers can opt-out of marketing communications:

If you wish to opt out of any marketing communications please email info@awakenpilates.co.uk

Cookies or other tracking technologies:

We use cookies technologies on your website.

What are cookies?

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, eg remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

The rules on cookies are covered by the Privacy and Electronic Communications Regulations 2003 (PECR). PECR also covers the use of similar technologies for storing or accessing information, such as 'Flash cookies' and device fingerprinting.

The ICO is responsible for enforcing these rules.

How do the cookie regulations affect you?

You may come across information about cookies and similar technologies on websites and be given choices about how some cookies are used. This might include, for example, being asked to agree to a cookie being used for a particular service, such as remembering your preferences on a site.

Organisations have to provide clear and comprehensive information about the way they use cookies, and ensure that for any cookie not strictly necessary for their website, they give you an appropriate means of consenting to that cookie being set on your device.

How can you control your cookies?

Browser controls

You can use your web browser to:

- delete all cookies;
- block all cookies;
- allow all cookies;
- block 'third-party' cookies (ie, cookies set by online services other than the one you are visiting);
- clear all cookies when you close the browser;
- open a 'private browsing' / 'incognito' session, which allows you to browse the web without recording your browsing history or storing local data such as cookies (you should however be aware of the limitations of this feature in a privacy context); and
- install add-ons and plugins that extend browser functionality.