

Privacy Policy for My Pilates House

Last updated: 21 October 2025

1. Introduction

Welcome to **My Pilates House** (“we”, “us”, “our”).

We are committed to protecting and respecting your privacy. This policy explains how we collect, use, and safeguard your personal information when you visit our website, book a class, or communicate with us.

We comply with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Who We Are

My Pilates House

Rutland Barn, Courtyard Barns, Choke Lane, Maidenhead, Berkshire SL6 6PT

Email: hello@mypilateshouse.co.uk

Website: www.mypilateshouse.co.uk

We are the **data controller** for the personal data we collect and process.

3. The Information We Collect

We may collect and process the following types of information:

A. Personal details

- Name
- Date of birth
- Email address
- Phone number
- Address

B. Booking and membership information

- Class and membership history
- Attendance records
- Health or injury details (only when relevant for your safety during classes)

C. Payment information

- Payment card details are processed securely by **Stripe or Square** and are **not stored** by us.

D. Technical data

- IP address, browser type, and device information collected automatically through **Wix** analytics.

E. Communication preferences

- Your consent choices for receiving updates and marketing emails.

4. How We Collect Information

We collect information when you:

- Register or book classes via **TeamUp**
- Make payments through **Stripe** or **Square**
- Visit our website hosted on **Wix**
- Subscribe to our **Mailchimp** email list
- Contact us by email, phone, or social media

5. How We Use Your Information

We use your personal information to:

- Manage class bookings, memberships, and attendance
- Process payments securely
- Communicate class updates or schedule changes
- Ensure your health and safety in sessions
- Send marketing communications (only if you have consented)
- Improve our website and customer experience

6. Lawful Basis for Processing

We process your data under the following lawful bases:

- **Contract:** to deliver the classes and services you have booked
- **Legal obligation:** to comply with accounting and record-keeping laws
- **Consent:** for marketing communications
- **Legitimate interests:** to operate and manage our studio efficiently

7. How We Store and Protect Your Data

Your data is stored securely using trusted platforms:

- **Wix** – for website hosting and analytics
- **TeamUp** – for bookings and class management
- **Stripe and Square** – for payment processing
- **Mailchimp** – for marketing emails

All platforms are GDPR compliant and use encryption and access controls to keep your data safe.

We retain your personal information only for as long as necessary — typically for the duration of your membership and up to **7 years** afterwards to meet legal and accounting requirements.

8. Sharing Your Information

We will **never sell** your personal data.

We may share data only with trusted third-party providers who support our business operations:

- **Wix** – website hosting and analytics
- **TeamUp** – booking management
- **Stripe and Square** – payment processing
- **Mailchimp** – email marketing

All third-party providers process data under GDPR-compliant agreements and only on our instructions.

9. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data (where legally possible)
- Withdraw consent for marketing at any time
- Object to certain types of processing

To exercise these rights, please contact us at **hello@mypilateshouse.co.uk**.

If you are not satisfied with our response, you can contact the **Information Commissioner's Office (ICO)** at www.ico.org.uk.

10. Cookies

Our **Wix** website uses cookies to enhance your browsing experience and to analyse website traffic. You can manage or disable cookies through your browser settings at any time.

11. Updates to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with the updated effective date.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal data, please contact:

My Pilates House

Email: hello@mypilateshouse.co.uk

Website: www.mypilateshouse.co.uk