

Cookies

We use “cookies” to help track the success of our online advertising and monitor the usage of our website. The information we collect is anonymous and does not personally identify you. It does not contain your name, address, telephone number, or email address. When you first visit our website, you will be notified that the website uses cookies.

What is a cookie?

A cookie is a small file of letters and numbers that we may put on your computer or mobile device when you access our website. These cookies allow us to distinguish you from other users of the website helping us to provide you with a good experience when you browse our website and also allow us to improve our site. For example, they will tell us whether you have visited our site before or whether you are a new visitor, what pages were visited and for how long.

You do not have to accept cookies, but without accepting them you may experience reduced website functionality. If you should wish to reject the cookies then please read the information that came with your browser software to see how you can turn off the automatic download feature. By otherwise accessing our website, you are agreeing to the terms of our cookie usage.

To find out more about cookies and how you can disable them you can visit the [All about Cookies](#) website.

Privacy Policy

1. Introduction

Merakiyoga Surrey respects any personal data you share with us and fully intends to keep it safe. We take our responsibilities seriously and we ensure the personal information we obtain is held, used, transferred and otherwise processed in accordance with applicable data protection laws and regulations.

This statement sets out how we process and store your personal information. This policy will be updated from time to time. If you have any questions about this policy or the ways in which we may process your personal data, please contact us in writing:

Data Protection Request, Merakiyoga Surrey, 80 Boundary Road, Carshalton, Surrey SM5 4AB

Email: ross.merakiyoga@btinternet.com

Rossella Pagano is the ‘data controller’.

2. What personal information do we collect?

When you participate to a yoga class or a workshop for the first time, you will need to complete a health questionnaire to collect:

- Your first and last name/address/telephone number(s)/email address,
- Your age or date of birth
- Information about your health, general well being, medical conditions

If you sign up to a newsletter to receive information and updates about the classes, your name, email address and telephone number will be required.

We store data in paper form, electronically or otherwise.
We do not hold your bank or credit/debit card details.

3. How do we collect personal information?

We collect your personal information directly from you.

We do not store your credit or debit card details at all. Electronic payments are processed by a reputable third party supplier. If we receive an email containing any credit or debit card details, it will be immediately deleted, no payment will be taken and you will be notified about this.

4. Why do we collect and how do we use your information?

We collect your personal information for a number of reasons.

∅ Assessment and adjustments

Information collected about your health will inform an assessment on the suitability to participate to a class and to give you the necessary adjustments during the class. This information is not shared with anyone.

∅ Administration and records

Here we use personal information:

- to process the services provided to you
- where it is required or authorised by law
- for internal record keeping

∅ Marketing

If you opt in to receive our newsletter, we may contact you for marketing purposes in the way(s) that you select ie by mail, email, telephone, mobile telephone or text. We may also send you service communications via email or text. It is your choice on the type of

communications and information you receive. You can change your mind at any time by contacting us at:

Merakiyoga Surrey
80 Boundary Road
Carshalton
Surrey SM5 4AB

Telephone: +44(0)7427402799

Email: ross.merakiyoga@btinternet.com

Or if you receive an email from us, by clicking on the button 'unsubscribe' at the bottom of the email. We will not use your information for marketing purposes if you have asked us not to. However, we will retain your details on a suppression list to help ensure we do not continue to contact you.

5. Information sharing and disclosure

We use a third party service to process bookings called Bookwhen, <https://bookwhen.com/> When you make a booking on line, Bookwhen receives your name, email address and phone number. Their privacy policy can be found at <https://bookwhen.com/privacy>

We use a third party service to process payments made on line called Stripe. They receive your name, email, address, payment details and post code. Their privacy policy can be found at <https://stripe.com/gb/privacy>

There may be certain situations in which we may share access to your personal data for example, if required by law, to protect the life of an individual, or safeguard any individual or to comply with any valid legal process, government or local authority request, rule or regulation. We may disclose your personal information to third parties if we are required to do so through a legal obligation.

As a member of a professional body, the British Wheel of Yoga, we comply with their policies and procedures for example in respect of safeguarding children and adults at risk, vulnerable individuals and accident reporting. Therefore, if any such circumstances arise, we may need to share your personal data.

Other than as specified in this policy, we do not share your information for any other purposes.

6. The accuracy of your information

We aim to ensure that all information we hold about you is accurate and, where necessary, kept up to date. If any of the information we hold about you is inaccurate and either you advise us or we become otherwise aware, we will ensure it is amended and updated as soon as possible.

7. Under 18s

All aged 18 or under must be accompanied by a parent/guardian at all times.

8. Storing your information

We will keep all your information confidential and secure. Your information may be stored in hard copy, in secure cabinet, in digital format protected by log-in/password.

We will keep your information for as long as required to enable us to operate our services but we will not keep your information for any longer than is necessary. We will take into consideration the legal, tax and accounting obligations that apply to us when determining how long we should retain your information. When we no longer need to retain your information, we will ensure it is securely disposed of, at the appropriate time. Generally, we keep records for 7 years.

9. Our website

For our website we use Squarespace. Their privacy policy can be found at <https://www.squarespace.com/privacy>

To make full use of our website you need to accept cookies. Without cookies you can still visit our website but some features may not work. More information on cookies can be found in our Cookies policy.

Our website is hosted on a secure server. Although we cannot 100 per cent guarantee the security of any information you transmit to us, we have procedures and security features to protect your information and prevent unauthorised access.

Our website may contain links to other websites belonging to third parties and we may participate in social networking sites including but not limited to Twitter, Facebook or Google+. We may also include content from sites such as these on our website however, would advise that we do not have any control over the privacy practices of these other sites. You should make sure when you leave our site that you have read and understood that site's privacy policy in addition to our own.

10. Your rights

You have the right to:

- - the right to be informed about the collection and use of your personal data
- - the right of access to your personal data and any supplementary information
- - the right to have any errors in your personal data rectified
- - the right to have your personal data erased
- - the right to block or suppressing the processing of your personal data
- - the right to object to processing of your personal data in certain circumstances, and
- - rights related to automated decision-making (i.e. where no humans are involved) and profiling (i.e. where certain personal data is processed to evaluate an individual).

While we do not hold personal data any longer than we need to. If you wish to find out more about these rights, or obtain a copy of the information we hold about you, please contact us:

Data Protection Request, Merakiyoga Surrey, 80 Boundary Road, Carshalton, Surrey SM5 4AB

Email: ross.merakiyoga@btintnernet.com

We hope that you will not have cause to complain about any aspect of our services. If a problem does arise you are, of course, entitled to complain – if you have any concerns or complaints that cannot be raised with us through the above details, you can also contact the Information Commissioner.