

# Merakiyoga Surrey 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](mailto:ross.merakiyoga@btinternet.com)

Rossella Pagano is the 'data controller'.

Policy last reviewed July 2023

## 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 and we 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 they are disclosed

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.

## Ø 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.

## Ø 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

## Ø 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](mailto: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. 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, tax or regulatory obligation.

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

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Merakiyoga Surrey, 80 Boundary Road, Carshalton, Surrey SM5 4AB**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

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

**(f) We have a legitimate interest.**

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 Wix. Their privacy policy can be found at <https://www.wix.com/about/privacy>

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, Facebook, Instagram 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.

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.

## **10. Your 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.

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](mailto:ross.merakiyoga@btintnernet.com)

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Merakiyoga Surrey, 80 Boundary Road, Carshalton, SM5 4AB.

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>

## **Other resources**

<https://bookwhen.com/privacy>

<https://mailchimp.com/legal/>

<https://stripe.com/gb/privacy>

<https://ico.org.uk/>

<https://www.facebook.com/privacy/policy/>

<https://help.instagram.com/155833707900388>

## **Use of cookies and other third-party technologies (extract from Wix privacy statement)**

We and our Third Party Service Providers use cookies and other similar technologies (“Cookies”) in order for us to provide our Service and ensure that it performs properly, to analyze our performance and marketing activities, and to personalize your experience.

You can learn more about how we use cookies and similar technologies and how you can exercise control over them in our [Cookie Policy](#).

Please note that we do not change our practices in response to a “Do Not Track” signal in the HTTP header from a browser or mobile application, however, most browsers allow you to control cookies, including whether or not to accept them and how to remove them. You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser.