

Coastal Core Pilates - Customer Privacy Notice

This Privacy Policy outlines our privacy practices.

Please take the time to review this Privacy Policy carefully, as it explains how we handle your personal information. By using the services of Coastal Core Pilates, you unconditionally agree to be bound by this Privacy Policy. There may be occasional updates or amendments to this policy if required in keeping with any changes to the website, so please review this Privacy Policy regularly to stay informed of important details. Please contact Coastal Core Pilates with any questions.

Registered name: Norton Systems Ltd

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on [data protection principles, definitions, and key terms](#).

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
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Contact details:

Telephone: **07732290695**

Email: **emily@coastalcorepilates.org**

What information we collect, use, and why:

Relevant information will be requested on initial client registration and may be requested by Coastal Core Pilates staff when you attend a Pilates class. Any personal information is solely collected directly from you. We collect or use the following information to provide our services and goods, including delivery:

- Names and contact details (email address and mobile phone number).
- Addresses
- Date of birth

- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information
- Emergency contact information

We also collect or use the following special category information to **provide services and goods, including delivery**. This information is subject to additional protection due to its sensitive nature:

- Health information - your relevant personal health information is essential to determine if the class is appropriate for your fitness level (beginner, intermediate, advanced); to provide suitable modifications for exercises to accommodate different fitness levels or injuries and to avoid contraindicated exercises; and for the instructor to be aware of any relevant health conditions or injuries prior to participation in case of emergency. This data should be updated with any significant changes in health conditions or annually. This information is collected with the intention of ensuring the client's safety and wellbeing during any activity with Coastal Core Pilates.

Disclosures of Information:

If you consent to use of the services of Coastal Core Pilates, on registration your name and email address will be collected and stored securely for the purposes of contacting you with relevant information or updates from Coastal Core Pilates, to send you payment receipts or class reminders and to handle any enquires and complaints related to Coastal Core Pilates.

If, once registered, you choose to purchase classes on a drop-in or monthly bundle basis there is the option to pay online using our payment provider, Stripe. Please read Stripe's Privacy Policy for more information on how your data is stored securely (www.stripe.com/gb/privacy). We will only share information with our payment services provider to the extent necessary for processing payments, handling refunds, and resolving payment-related queries.

We may disclose your personal information to our employees, teachers, or instructors as reasonably necessary for the purposes outlined in this policy.

We may also disclose your personal information:

- To comply with legal obligations, in connection with ongoing or prospective legal proceedings.
- To establish, exercise, or defend our legal rights (including fraud prevention and credit risk reduction).
- To the purchaser (or prospective purchaser) of any business or assets we are considering selling.

Except as described in this policy, we will not disclose your personal information to third parties.

Information we collect may be stored, processed, and transferred between any countries in which our cloud storage or Stripe operates to enable us to use the information as described in this policy. By using our services, you expressly consent to these international transfers of personal information.

Our website may contain links to external sites not operated by Coastal Core Pilates. We are not responsible for the privacy practices of these third-party websites, and we encourage you to review their privacy policies before providing any personal data.

Children:

Children 16 years and under may attend the activities of Coastal Core Pilates if accompanied by a responsible adult with written and signed permission of the child's parent / legal guardian. For any person under the age of 18, we require verifiable parental or guardian consent before collecting personal data, as signed on the prerequisite registration / PARQ / waiver form.

Personal data collected from children may include:

- Name, date of birth, parent/guardian contact information, and any relevant medical details required to ensure their safety during classes.

We will only use this information to provide the necessary services and ensure the safety of the child during participation in our classes. Personal data of children will be stored securely and only for as long as necessary to fulfil these purposes, in accordance with our data retention policy.

If we become aware that we have collected personal information from a child under the age of 16 without appropriate parental or guardian consent, we will take immediate steps to delete that information.

Parents or guardians have the right to request access to the personal data we hold about their child, to rectify any inaccuracies, or to request the deletion of their child's personal data where legally permissible.

Data Security:

We will take reasonable technical and organisational precautions to prevent the loss, misuse, or alteration of your personal information.

All personal data you provide is stored on secure servers, and electronic financial transactions entered into through the booking system are protected by encryption technology.

Please note that transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

Lawful bases and data protection rights:

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#).
- **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. [Read more about the right to data portability](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data:

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Consent: Where you have provided explicit consent (e.g., for marketing communications).
 - Contractual Necessity: To fulfil our contractual obligations (e.g., providing services to you).
 - Legal Obligations: To comply with applicable laws and regulations.
 - Legitimate Interests: For our legitimate business interests, such as fraud prevention and ensuring the security of our systems.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Information retention policy:

On registering as a client with Coastal Core Pilates, your relevant medical history is requested to ensure that we can facilitate your safety and wellbeing during exercise. Legally, we must retain this information for at least seven years. This data is securely

stored in our software system, and any hard copies are destroyed to protect your privacy. Personal data will not be retained for longer than necessary for the purpose for which it was collected.

However, we may retain documents (including electronic documents) containing personal data:

- To comply with legal obligations.
- If we believe they are relevant to ongoing or prospective legal proceedings.
- To establish, exercise, or defend our legal rights (including fraud prevention and credit risk reduction).
- For medical purposes, for a minimum of seven years.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Privacy complaints procedure:

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated: 17th August 2025