



## The Body & Mind Place Limited

### Privacy Notice

Version (001)

#### About us

The Body and Mind Place is known as the “controller” of the personal data you provide to us. We process and hold your personal data in order to provide yoga and related services.

#### Why do we collect your personal data?

We collect personal data about you in order to deliver yoga and related services; to ensure you are safe during your practice with us and to provide tailored services where appropriate. We will only use your personal data where the law allows and we will not collect any personal data that we do not need in order to provide these services. A summary of these services is set out below:

- Yoga Classes
- Meditation Classes
- Community Yoga Programmes
- Health and Wellbeing Yoga Programmes

As far as is reasonable and practicable, we will ensure that the information recorded is kept accurate and up to date.

#### What personal data do we collect?

We will collect the personal data about you in order to help us deliver the right service.

The personal data we will collect includes:

- Name, date of birth, address and contact details
- Medical history and details of any diagnosis
- Health information
- Current medication
- Current and historic injuries
- Photographs
- Unique identifiers, such as national insurance number and NHS number



## The Body & Mind Place Limited

### What data do we collect and how do we use it?

We may collect some or all of the following personal and non-personal data

Data Protection says that we are allowed to collect and use your personal data only where we have a proper reason to do so. The law says we must have one or more of these reasons:

- **Contract** – your personal information is processed in order to fulfil a contractual arrangement e.g. to place an order or book a class.
- **Consent** – where you agree to us using your information in this way e.g. for storing your payment card details.
- **Legitimate Interests** – this means the interests of The Body and Mind Place in managing our business to allow us to provide you with the best products and service in the most secure and appropriate way
- **Legal Obligation** – where there is statutory or other legal requirement to share the information e.g. when we have to share your information for law enforcement purposes.

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What we store	Our Reasons (Legal Basis)	What we use the data for
Name, date of birth, email, telephone number, For your security, we'll also keep an encrypted record of your login password.	Fulfilling a contract	We need this information as a minimum in order to process your orders and bookings
Email	Consent	Supplying you with email marketing communications that you have opted into to keep you informed of special offers, promotions and new events.
	Legitimate Interests	Notifying you about enhancements to our services, such as changes to pricing and schedules or new services
	Fulfilling a contract	Sending you payment invoices by email

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What we store	Our Reasons (Legal Basis)	What we use the data for
Date of Birth	Legitimate interest	For health and safety reasons under 14s cannot practice yoga, (unless in a child specific class), Between the ages of 14 and 16 you can practice if accompanied by an adult
Gender How you heard about The Body and Mind Place	Legitimate interest	Personalising and tailoring your experience with The Body and Mind Place. Developing products and services, that attract and retain customers. Improving customer interaction with our sites.
Payment card number, expiry date and billing address	Consent (we will store these details so that you can re-order you next class pass, workshop or programme, however, you can remove your card details at any point)	
If you purchase one of our services or make a booking: your purchased / booked services, receipts	Fulfilling a contract	We also use information about services bought and volumes, to help us with planning, demand forecasting, management information and research
Time and date of your check-ins for any bookings	Legitimate interests	To help us with planning and handling our customer contact efficiently and effectively
Details of your interactions with us. For example, we collect notes from our conversations with you, details of any complaints or	Legitimate interests	Keeping our records up to date, handling our customer contact efficiently and effectively

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What we store	Our Reasons (Legal Basis)	What we use the data for
comments you make, and how and when you contact us.		
Health information and emergency contact	Legitimate interests	To enable us to assess your suitability for the services and safeguard your health
Details of your visits to our websites or apps, including IP address, web browser and version, operating system, and which website referred you to ours.	Legitimate interests	Improving customer experience and interaction with our sites.

### Who do we get your personal data from?

This information is provided by you when you sign up to our services.

- Provided to us directly by you when you sign up to use a service we are providing
- Provided by another professional organisation involved in the provision of services who have referred you
- Provided by a friend or family member
- Provided by a community or group

### Who do we share your personal data with?

The type of service you receive and your personal circumstances will dictate who we share your personal data with. Where applicable, we will share your data with organisations that deliver services on behalf of The Body and Mind Place.

We will only share information when it is necessary to do so and in accordance with the law.

Where necessary we may share your personal data with the following recipients:

- Yoga teachers, support staff, other professionals and related therapists employed or contracted by The Body and Mind Place for classes, programmes, events and workshops you sign up to



## The Body & Mind Place Limited

- Healthcare, social and welfare organisations and professionals
- Providers of goods and services

### How long do we keep your personal data for?

We are required to retain your personal data only for as long as is necessary, after which it will be securely destroyed in line with The Body and Mind Place's retention policy or the specific requirements of the organisation who has shared the data with us.

Retention periods can vary and will depend on various criteria including the purpose of processing, regulatory and legal requirements, and internal organisational need. Retention periods are defined within The Body and Mind Place's retention policy.

### How do we keep your personal data safe?

All data is encrypted and stored securely in accordance with the General Data Protection Regulations.

Access to information is strictly controlled based on the role of the professional.

All staff are required to undertake regular data protection training and must comply with a variety of security policies designed to keep your information secure.

Your personal data is not processed outside of the EU by The Body and Mind Place.

### Third party services and how we share your data

We contract with third parties to supply products and services to you on Our behalf. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, Our obligations, and the obligations of the third party under the law. In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal requirements, a court order, or a governmental authority.

We use the following third party data processors who are based outside the EU, but who are protected by the Privacy Shield, which allows them to store EU data on US soil with the GDPR.

**MINDBODY Online, California USA**– we use MindBody online for web scheduling, registration, order processing and online payments

**Google, California USA**– We may compile statistics using Google Analytics including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law.



## The Body & Mind Place Limited

### How do we store your data?

Your data will be stored in the UK and all MINDBODY Online data for it's The Body and Mind Place platform are stored in the US, protected by the Privacy Shield that allows MINDBODY Online to store EU data on US soil with the GDPR.

### Your rights

You have a number of rights which relate to your personal data.

You are entitled to request access to any personal data we hold about you and you can also request a copy by emailing [philip.burgess@thebodyandmindplace.co.uk](mailto:philip.burgess@thebodyandmindplace.co.uk).

If The Body and Mind Place holds any of your personal data, you are entitled to:

- request access
- request a copy
- ask for corrections to be made
- ask for it to be deleted
- object to it being processed
- ask for it to stop being processed
- ask for automated decisions to be made by a person
- ask for it to be transferred to another organisation

The Body and Mind Place must consider and respond to all requests within one calendar month.

Where we are relying on your consent to process personal data you are entitled to withdraw your consent at any time.

### Further information

If you wish to make a request or make a complaint about how we have handled your personal data, you can contact:

- email [philip.burgess@thebodyandmindplace.co.uk](mailto:philip.burgess@thebodyandmindplace.co.uk)
- write to The Body and Mind Place, The Nevile Room, Wellingore Hall, Hall Street, Wellingore, Lincoln. LN5 0HX

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office, by calling 0303 123 1113.



## **The Body & Mind Place Limited**

For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

**Last updated August 2018**