
At BodyBalance Christchurch we respect your privacy and are committed to protecting it. This privacy statement explains how we use your personal data collected from our website and online booking system.

THE DATA WE COLLECT

BodyBalance Christchurch collects a variety of information including the following:

- Personal identification and contact information, including name, email address, phone number(s), home address, date of birth, and potentially also third-party emergency contact information.
- Medical details as are relevant to your safe participation in our classes.
- Financial and transaction data, including purchase history, shipping, and billing information, but excluding card information which we do not receive at any time.
- Class attendance records.

HOW YOUR DATA IS COLLECTED

You directly provide us with most of the data we collect and process when you:

- Register on our booking system or place an order for any of our services or products.
- Via your browser's cookies when you use or view our website.
- Complete a medical screening questionnaire prior to participating in your first class.
- Voluntarily complete a customer survey or provide feedback on social media or via email or text message.

We may also receive your data indirectly when you interact with any of our advertisements or listings from the following sources:

- Social media.
- Relevant third-party websites.

COOKIES

BodyBalance Christchurch uses cookies so that we recognise you on our website and booking system and remember your previously selected preferences. This allows us to provide you with an improved experience by keeping you signed in and understanding how you use our website and booking system. You can set your browser not to accept cookies, although some of our website and booking system features may not function as a result.

HOW YOUR DATA IS USED

We collect your data so that we can:

- Process your order and manage your account.
- Email you with relevant special offers on services and products.
- Carry out data analysis for business management purposes.

We will never sell, trade, rent, exchange, or otherwise share your personal information with any third-party or external organisation.

HOW YOUR DATA IS STORED

Your data is stored securely within our Acuity Scheduling online booking system and Mailchimp email marketing software. Acuity Scheduling and Mailchimp use secure servers and comply with all relevant UK and international data protection laws. You can view Acuity Scheduling's privacy and cookie policies at acuityscheduling.com. You can view Mailchimp's privacy policy at mailchimp.com. Information held by BodyBalance Christchurch is accessed on a need-to-know basis by our instructors and contractors who have provided written agreement to keep this information secure and confidential. Your personal identifiable data, health information, class attendance record and any relevant notes will be held for seven years for insurance and accounting purposes. Once this time period has expired, historical data will be deleted. If, after seven years, you are no longer a BodyBalance Christchurch customer, we will delete all of your data by deleting your Acuity Scheduling account and removing you from our Mailchimp database.

MARKETING

By registering on our booking system, you have the option to be added to our mailing list. If you choose to subscribe and subsequently change your mind about receiving marketing communications from us, you have the right to opt out at any time. Please email us at hello@bodybalancechristchurch.co.uk to let us know and we will remove you from our Mailchimp database.

YOUR DATA PROTECTION RIGHTS

BodyBalance Christchurch acknowledges your data protection rights as follows:

- The right to access – you may request details of the personal data we keep on you at any time. We may charge a small fee for this service.
- The right to rectification – you may request that inaccurate information be corrected, or incomplete information be completed at any time.
- The right to erasure – you may request that all your personal data be erased under certain circumstances.
- The right to restrict processing – you may request that we restrict the processing of your data under certain conditions.
- The right to object to processing – you may object to us processing your personal data under certain conditions.
- The right to data portability – you may request that we transfer the data we have collected to another organisation or directly to you under certain conditions.

If you would like to make a request, please contact us at hello@bodybalancechristchurch.co.uk. We have one month in which to respond.

CHANGES TO OUR PRIVACY POLICY

BodyBalance Christchurch keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 10 January 2024.

BodyBalance Christchurch is a trading name of Hannah Dykes Wellness and is registered with the Information Commissioner's Office. For any queries about data protection, please contact us at hello@bodybalancechristchurch.co.uk.