

Zen Pilates Training Privacy and GDPR Policy

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Purpose

Zen Pilates Training is committed to protecting the privacy and personal information of our learners, staff, contractors and business contacts.

This policy explains how we collect, use, store and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Scope

This policy applies to all personal information processed by Zen Pilates Training relating to:

- Learners
- Prospective learners
- Staff
- Tutors
- Assessors
- Internal Quality Assurers (IQAs)
- Contractors
- Visitors
- Business partners

All individuals working for or on behalf of Zen Pilates Training are expected to comply with this policy.

Data Protection Principles

Zen Pilates Training will ensure that personal data is:

- Processed lawfully, fairly and transparently.
- Collected for specified, legitimate purposes.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date.
- Retained only for as long as necessary.
- Stored securely to prevent unauthorised access, loss or misuse.
- Processed in accordance with individuals' rights under UK GDPR.

Personal Information We Collect

We may collect and process:

- Name
- Address
- Telephone number
- Email address
- Date of birth

- Emergency contact details
- Qualification and assessment records
- Attendance records
- Payment information
- Medical or health information where necessary to support participation and ensure safety
- Reasonable adjustment or additional learning support information where applicable

We only collect information that is necessary for the delivery and administration of our training programmes.

How We Use Personal Information

Personal data may be used to:

- Process course enquiries and enrolments.
- Deliver training and qualifications.
- Register learners with awarding organisations where required.
- Manage assessments and certification.
- Communicate course information.
- Provide learner support.
- Meet legal and regulatory obligations.
- Improve the quality of our services.
- Maintain accurate learner records.

We will not sell or share personal information for marketing purposes without consent.

Lawful Basis for Processing

Zen Pilates Training processes personal data under one or more of the following lawful bases:

- Performance of a contract.
- Legal obligation.
- Legitimate interests.
- Consent, where required.
- Protection of vital interests where appropriate.

Data Sharing

Personal information may be shared only where necessary with:

- Awarding organisations.
- External Quality Assurers.
- Regulatory authorities where legally required.
- Professional advisers.
- IT service providers supporting our business operations.

We will only share information necessary for the stated purpose and will ensure appropriate safeguards are in place.

Data Security

Zen Pilates Training takes appropriate technical and organisational measures to protect personal information, including:

- Password-protected electronic systems.
- Secure cloud storage where appropriate.
- Restricted access to personal information.
- Secure disposal of confidential records.
- Regular review of security procedures.

Data Retention

Personal information will only be retained for as long as necessary to:

- Deliver qualifications.
- Meet awarding organisation requirements.
- Comply with legal obligations.
- Resolve disputes or respond to regulatory enquiries.

Records will then be securely destroyed or permanently deleted.

Individual Rights

Under UK GDPR, individuals have the right to:

- Be informed about how their data is used.
- Access their personal information.
- Request correction of inaccurate information.
- Request erasure where applicable.
- Restrict processing in certain circumstances.
- Object to processing where applicable.
- Request data portability where appropriate.
- Lodge a complaint with the Information Commissioner's Office (ICO).

Requests should be submitted to the Head of Centre.

Cookies and Website Data

Where our website uses cookies or similar technologies, users will be informed and provided with appropriate choices where required.

Any website analytics will be used only to improve our services and user experience.

Data Breaches

Any suspected personal data breach must be reported immediately to the Head of Centre.

Zen Pilates Training will investigate all breaches promptly and report them to the Information Commissioner's Office (ICO) where legally required.

Individuals affected by a significant breach will be informed where appropriate.

Responsibilities

The Head of Centre is responsible for ensuring compliance with this policy.

All staff, tutors and contractors are responsible for:

- Protecting personal information.
- Following this policy.
- Reporting suspected breaches immediately.
- Maintaining confidentiality.

Policy Review

This policy will be reviewed annually or sooner if legislation, regulatory guidance or organisational requirements change.