

Zen Pilates Training

Privacy Policy

Last Updated: September 2026

Zenny Middleton, a sole trader trading as **Zen Pilates Training** ("we", "us" or "our"), respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how personal information is collected, used, stored and protected when you visit the Zen Pilates Training website, contact us, book a class or course, purchase a product or service, or otherwise interact with us.

We will only collect and use personal information where it is necessary, lawful and fair to do so.

Who is Responsible For Your Personal Information?

Zenny Middleton, trading as Zen Pilates Training, is the data controller responsible for your personal information.

If you have any questions about how your information is used, or would like to exercise any of your data protection rights, please contact us using the contact details provided on this website.

Information We Collect

Depending on how you interact with Zen Pilates Training, we may collect information such as:

- your name;
- email address;
- telephone number;
- billing and payment information;
- information provided when you make an enquiry or booking;
- information relating to your participation in Pilates classes, courses, mentoring or teacher training;
- information you provide when submitting assessments, feedback or other course-related work;
- information contained in correspondence between you and Zen Pilates Training; and
- technical information about how you use our website, such as your IP address, browser type and information about pages visited.

Where relevant to the safe delivery of Pilates classes or training, you may also provide information relating to your health, injuries, physical limitations or other relevant circumstances. This information will only be collected and used where necessary for the provision of the relevant service and will be treated with appropriate care.

How We Collect Your Information

We may collect personal information when you:

- contact us through the website;
- contact us by email or telephone;
- book or attend a class, course, workshop or mentoring session;
- purchase a product or service;
- register for a teacher training or professional development programme;
- submit an assessment or other course-related work;
- sign up to receive information or updates from us; or
- use our website.

We may also receive limited information from third-party services used to operate our business, such as payment providers, booking systems, video-conferencing platforms or website providers.

How We Use Your Information

We may use your personal information to:

- respond to enquiries and communications;
- process bookings and payments;
- provide Pilates classes, courses, training, mentoring and other services;
- communicate with you about your booking, course or training;
- provide assessment, feedback and support where applicable;
- maintain appropriate records of training and assessment;
- administer and improve our website and services;
- manage our business and maintain appropriate financial and administrative records;
- keep our services safe and secure;
- comply with legal, regulatory and professional obligations; and
- send you information about our services where we have a lawful basis to do so.

We will not use your personal information for purposes that are incompatible with the purpose for which it was originally collected without providing appropriate information and, where necessary, obtaining your consent.

Lawful Basis For Using Your Information

Data protection law requires us to have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on:

- **Contract** – where processing is necessary to provide a service you have booked or purchased;
- **Legal obligation** – where we are required to keep or provide certain information by law;
- **Legitimate interests** – where processing is necessary for the reasonable and lawful running of our business and does not unfairly affect your rights; or
- **Consent** – where you have given us permission to use your information for a particular purpose.

Where we rely on consent, you can withdraw your consent at any time.

Health and Other Sensitive Information

Some information provided when participating in Pilates classes or training may constitute special category personal data, such as information relating to health.

We will only request or use this information where it is relevant and necessary, for example to help us provide an appropriate and safe service.

We will take appropriate steps to protect this information and will not use it for unrelated purposes.

Sharing Your Information

We do not sell your personal information.

We may share relevant information with trusted third-party service providers where this is necessary to operate our business and provide our services. These may include:

- payment providers;
- website and hosting providers;
- booking and scheduling platforms;
- email and communication providers;
- online teaching or video-conferencing platforms;
- professional advisers, where necessary; and
- awarding organisations or training partners where this is necessary for the delivery, assessment or administration of a course or qualification.

We only share information that is reasonably necessary for the relevant purpose.

We may also disclose personal information where we are legally required to do so, or where disclosure is necessary to protect the rights, safety or property of Zen Pilates Training, our clients or others.

Payments

Payments made through our website may be processed by third-party payment providers.

We do not normally have access to or store your full payment card details. Payment information is processed by the relevant payment provider in accordance with its own privacy policy and security procedures.

Cookies and Website Analytics

Our website may use cookies and similar technologies to ensure the website functions correctly and, where applicable, to understand how visitors use the website and improve the user experience.

Where consent is required for non-essential cookies, you will be given the opportunity to provide or withdraw your consent.

You can also adjust your browser settings to manage or block cookies. Please note that blocking certain cookies may affect how the website functions.

How We Protect Your Information

We take reasonable and appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration or disclosure.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

How Long We Keep Your Information

We will only keep personal information for as long as it is reasonably necessary for the purposes for which it was collected, including where we need to retain information to meet legal, accounting, assessment or regulatory requirements.

When information is no longer required, it will be securely deleted or disposed of.

The length of time information is retained will depend on the type of information and the reason it was collected.

Your Data Protection Rights

Depending on the circumstances, you may have rights in relation to your personal information, including the right to:

- request access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete your personal information where there is no lawful reason for us to continue processing it;
- ask us to restrict how we use your information in certain circumstances;
- object to certain types of processing, including direct marketing; and
- withdraw consent where we are relying on consent to process your information.

These rights are subject to certain legal exceptions.

If you would like to exercise any of these rights, please contact us.

Marketing Communications

Where appropriate, we may contact you about Zen Pilates Training services, courses, classes, workshops or other relevant information.

We will only send direct marketing communications where we have a lawful basis to do so.

You can unsubscribe from marketing communications at any time by following the unsubscribe instructions provided or by contacting us directly.

Third-Party Websites

Our website may contain links to other websites or services operated by third parties.

We are not responsible for the privacy practices or content of those websites. We recommend that you review the privacy policy of any third-party website before providing personal information.

Your Right to Complain

If you have concerns about the way we have handled your personal information, please contact us first so that we have the opportunity to address your concerns.

You also have the right to make a complaint to the **Information Commissioner's Office (ICO)**, which is the UK's independent supervisory authority for data protection.

You can find further information about making a complaint on the ICO website.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, technology or legal requirements.

Any updated version will be published on this page with the revised date.

Contact

If you have any questions about these Terms and Conditions of Sale, please contact:

Zen Pilates Training

Zenny Middleton

Email: hello@zenpilatestraining.com