

PRIVACY POLICY

Centred Pilates Studio

This Privacy Policy outlines Centred Pilates Studio's commitment to safeguarding the privacy of personal information collected about you. By engaging with Centred Pilates Studio, you agree to the terms outlined in this policy.

TYPES OF PERSONAL INFORMATION WE COLLECT

We may collect personal information including, but not limited to:

- **Personal details:** name, date of birth
- **Contact details:** email address, phone number, residential address, emergency contact details
- **Financial and transaction information:** payment details, purchase history, billing information
- **Health information (provided at your discretion):** injury history, surgical history, pregnancy details or other information relevant to your participation in Pilates

Health information is collected only where relevant to your safety, wellbeing, and experience, and you may choose what you disclose.

HOW WE COLLECT PERSONAL INFORMATION

We collect personal information directly from you when you interact with us, including when you:

- Make enquiries or bookings
- Purchase services or memberships
- Complete intake forms or assessments
- Communicate with us in person, by phone, email, or via social media
- Use our website

We may also collect limited information through cookies and similar technologies when you visit our website.

We may collect personal information about third parties, such as emergency contacts, only for the purpose for which it is provided.

WHY WE COLLECT, HOLD, USE, AND DISCLOSE PERSONAL INFORMATION

We collect, hold, use, and disclose personal information for purposes including:

- Providing Pilates services safely and appropriately
- Contacting and communicating with you
- Managing bookings, memberships, and payments
- Maintaining internal records and client databases
- Marketing and communicating about services relevant to you (you may opt out at any time)
- Internal reporting and statistical analysis
- Meeting legal and regulatory obligations

ACCESS TO YOUR INFORMATION

Access to your personal and health information is **strictly limited** to:

- Qualified Pilates instructors involved in your care and programming
- Authorised administration staff for booking, communication, and billing purposes

Your information is only accessed where necessary and treated with confidentiality at all times.

STORAGE OF INFORMATION

Your personal information is securely stored using **reputable third-party booking and management platforms**, as well as secure internal systems.

Some of these platforms may store data on servers located outside New Zealand. Where this occurs, we take reasonable steps to ensure your information is protected in accordance with the Privacy Act 2020.

USE OF COOKIES

Our website uses cookies to enhance functionality, user experience, and security. Cookies may also be used for basic analytics or advertising purposes. You can manage or disable cookies through your browser settings.

LINKS TO OTHER WEBSITES

Our website may contain links to external websites. This Privacy Policy applies only to Centred Pilates Studio, and we are not responsible for the privacy practices of other websites.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You have the right to request access to, and correction of, your personal information. Requests will be responded to within a reasonable timeframe in accordance with the Privacy Act 2020.

HOW WE PROTECT YOUR INFORMATION

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, or disclosure. These measures include secure systems, limited staff access, and appropriate digital safeguards.

While we take privacy seriously, no electronic transmission can be guaranteed to be completely secure.

PRIVACY COMPLAINTS

If you believe we have breached this Privacy Policy or mishandled your personal information, please contact us directly so we can address your concerns.

If you are not satisfied with our response, you may contact the **Office of the Privacy Commissioner (OPC)** for independent guidance or to make a complaint.

MARKETING PREFERENCES

You may opt out of receiving marketing communications from us at any time by using the unsubscribe option provided or by contacting us directly.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Any changes will be published on our website, and the updated version will apply from the date of posting.

CONTACT DETAILS

If you have any questions or concerns about this Privacy Policy, please contact us:

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