

## **Privacy Policy Twisted Metal Pole & Aerial Fitness Studio**

GDPR (General Data Protection Regulation)

The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU).

### **Who We are:**

Twisted Metal Pole & Aerial Fitness Studio

Started by Harriet Frankland in 2022 Twisted Metal Pole & Aerial Fitness Studio runs Pole and aerial fitness classes for students in our studio, The workshop, Rear of 12 Westgate, Ripon, HG4 2AT

### **Information we hold:**

Twisted Metal Pole & Aerial Fitness Studio holds information on any student (Past & Present) who attends a class with us. This data consists of: Names, phone numbers, email address, home address, and any medical conditions.

We also hold the name and contact number for an “emergency contact” for use in case of emergency.

Each student has to fill in a “Par-q” before completing their first class with Twisted Metal Pole & Aerial Fitness Studio these are the only paper copies of your information we hold and these will be kept securely at Twisted Metal Pole & Aerial Fitness Studio where only instructors will have access.

The Data we hold is kept on a private computer held only by Harriet Frankland the data is also held by our booking site which is powered by Bookwhen there Privacy Policy can be found at

<https://bookwhen.com/privacy>

Twisted Metal Pole & Aerial Fitness Studio holds only the information given by the student when they sign up to any our classes using our booking system however any extra information given by the student to the instructor at any other time will be kept in the same way as any other information covered in this policy.

If at any time any person or company requests that their data be deleted from the computer systems or that their paper records be destroyed then such requests are carried out immediately.

Mailing lists are only sent out to customers who have requested this service. An option to include customers in any mailing list is available on their customer page through the online Booking System.

### **Staff Access to data**

Instructors working for/on behalf of Twisted Metal Pole & Aerial Fitness Studio are fully aware of the need for customer confidentiality and are fully instructed on the need for such and have access to the data supplied by a student at the time of booking via a login to the Bookwhen booking system this login allows instructors to access only information relevant to maintain the health, safety and wellbeing of the students. Only Harriet Frankland has access to the details used to pay for classes via her administrator’s login to the Bookwhen booking system.

### **Third Party Data Processing**

Where there is a legal obligation to share personal information with others for example an order of the Court, then such information will be shared, as required.

In the case of emergency or accident on the premises, any information necessary for the saving of life or provision of necessary medical care will be passed on to emergency services.

Also as stated above your information is shared with our booking system host Bookwhen to aid in the booking of classes.

### **Concerns or complaints**

If you have any complaints concerning Twisted Metal Pole & Aerial Fitness Studios processing of your personal data please email us at [Twistedmetalpoleandaerial@outlook.com](mailto:Twistedmetalpoleandaerial@outlook.com). Please note that you have the right to lodge a complaint with the supervisory authority which is responsible for the protection of personal data in the country where you live or work, or in which you think a breach of data protection laws might have taken place.

### **Updates to this policy**

Twisted Metal Pole & Aerial Fitness Studio reserves the right to update or amend this policy at any time.