



Data Privacy and Security Notice

Go Yoga Ltd and its affiliated company Go Revolution/ Go Spin Ltd (together “we” or “us”) are committed to protecting and respecting your privacy. This policy (together with our Terms and Conditions) set out how we will use your personal information and who it will be shared with. Please read the following carefully.

We aim to be transparent about the data we collect about you, how we use it and whom it is shared with.

This Privacy Policy applies when you use any of our services. We offer our customers choices about the data we collect.

WHAT INFORMATION WE COLLECT ABOUT YOU.

We may collect and process the following data about you (“your information”) when you visit our sites or use our Services:

Registration Information: Information that you submit online via our site or in the studio when you register an Account to use our Services, including name, address, telephone number,

email, gender, date of birth, how you heard about us. This information is a contractual necessity to provide you with our Services that you request, to identify you and to notify you of changes to classes, reservation confirmations and waiting lists.

When you register we collect emergency contact information and relevant medical history. This information is of legitimate interest to protect you during classes, allows us to make necessary adjustments and a point of contact in case of medical emergency. Please see below.

Correspondence you send to us, telephone us, or when you email us.

Reservations you make and purchase history for Go Yoga classes. This is a contractual necessity to enable us to provide you with classes.

Card details may be stored on our booking system with your consent for ease of booking. This is a contractual necessity for memberships.

Details of your visits to our site and the resources you access.

We may require you to provide us with additional Personal Data as you use our services. Where we believe we need more data we will set out the reasons why and how we intend to use it.

WHY DO WE RETAIN YOUR PERSONAL DATA?

We retain your Personal data so we can fulfill our legal or regulatory obligations in providing you with our services and for our business purposes.

We retain your data for 5 years, after which time your account will be closed. We may mask your personal data but retain the right to access the data as long as required to comply with applicable laws.

Your health data is regarded as a special category of data under data protection laws. We request this information so that we are aware of any particular concerns that may affect your ability to undertake exercise with us and assist us in a medical emergency. We regard this information as a necessity as we cannot allow you to participate in a class unless we have this information, given the significant harm that could result if we are unaware of a medical condition. We will only process this data with your explicit consent and any relevant medical data will be noted on your account and shared with your instructors for your safety.

HOW WE USE YOUR INFORMATION.

We use your information in the following ways:

To enable you to participate in interactive features of our site, when you choose to do so.

To ensure your safety whilst taking classes with us.

To contact you regarding booking confirmations, changes to classes, notifications on classes and passes

To notify you of any changes to our services

To provide you with information, products or services that you request from us, or which we feel may interest you, via email.

To carry out our obligations arising from any contracts with you (including processing your payment for credits and to reserve your place on Go Yoga classes when you have made a booking).

Internal record keeping, quality control and system administration

To create reports to assist with future marketing

To manage our business needs, such as monitoring, analyzing and improving our services and the sites performance and functionality e.g user behaviour.

To respond to your requests submitted online, via email or via our website.

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable managerial procedures to safeguard and secure the information we collect online.

COOKIES

Cookies are small data files, which gather information about your use of our site. We may use cookies to track your use of our site and identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

WHO WE SHARE YOUR INFORMATION WITH

We may only share your information with companies in our group, namely Go Spin Limited. We do not share your data with any marketing companies.

We share your personal data on third-party service providers that perform services and functions at our direction and on your behalf, namely Mindbody (our booking site) and Constant Contact (our contact management site). These services may be based outside of the European Economic Area (EEA) and are registered under the EU-US and Swiss-US Privacy Shields, which means they transfer and protect the personal data from EU and Switzerland consistent with the requirements of the Privacy Shield program, governed by the Federal Trade Commission and approved by the EU Commission making them

compliant with data transfer restrictions in the GDPR.

Analytics and search engine providers that assist us in the improvement and optimization of our site.

If we sell or buy any business or assets, (as we may share your data with the prospective seller or buyer);

If we or substantially all of our company assets are acquired by another party, in which case your information will be one of the transferred assets;

We may have to share your information with other companies and organizations for the purposes of fraud protection, credit risk reduction, to comply with legal or regulatory requirements, or if we have to enforce or apply our [Terms and Conditions](#) or any other agreements or to protect our rights, property or our customers.

Except as set out in this privacy notice, we will not disclose your personal information to any other third parties.

MARKETING

We may use your information to provide you with marketing information that you request or that we feel may interest you, unless you have indicated that you do not want to hear from us.

If you do not want us to use your information in this way, please tick the relevant boxes on the form when we collect your information. You can

access your account at any time and alter your request to receive marketing from us by un-ticking the 'receive newsletters and emails' box in your profile. Every email from us will have an unsubscribe button attached and you may ask us at any time not to use your information for marketing purposes by contacting us at Go Yoga, The Zone, Hornbeam Park Ave, Harrogate HG2 8QT or email info@goyogaharrogate.com

HOW WE KEEP YOUR INFORMATION SECURE

All your information is stored on our secure servers. Any payment transactions will be encrypted with our PCI1 compliant booking system. If you have a username, password or other login details, which enable you to access certain parts of our site, you must not allow any other person to use them and must treat them as confidential. If you believe or suspect that someone else knows your login details you must contact us at info@goyogaharrogate.com as soon as possible and change your password.

As the transmission of data across the internet is not always secure, we cannot guarantee the security of your information transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We sometimes put links on our pages to other websites, however once you have used these links and left our website, we have no control over any other website. We cannot be held

responsible for any privacy or protection of information given to these websites and you should consult their own individual Privacy Policies.

YOUR RIGHTS

You have full access to your information by logging into your account on Mindbody. You have the right to access your information (Subject Access Request under GDPR regulations) and should direct any request for your information to us at Go Yoga, The Zone, Hornbeam Park Ave, Harrogate HG2 8QT or email info@goyogaharrogate.com. We may require proof of identity to release the data. There is no charge for this and the data will be provided within one month.

You have the right to rectify your information by sending us a written request to us at Go Yoga, The Zone, Hornbeam Park Ave, Harrogate HG2 8QT or email info@goyogaharrogate.com or by logging into your account and rectifying yourself.

You have the right to ask us not to process your information or pass your information to other companies within our organization for marketing purposes.

You have the right to have your information erased from our database at any time.

You have the right to object to any processing of your information

For any of the above you can contact us at Go Yoga, The Zone, Hornbeam Park Ave, Harrogate HG2 8QT or email info@goyogaharrogate.com

WHAT ELSE SHOULD YOU KNOW

We may revise this Privacy Notice from time to time to reflect changes in our business, sites, services or laws. The Privacy notice will be effective from the published date

Please check our policy regularly for changes, and if there are significant changes we will provide 30 days notice via our website.