

Privacy Notice

Zumba & Clubbercise with Zarina

Our Commitment

At Zumba & Clubbercise with Zarina, we are committed to protecting your personal data and maintaining the trust and confidence of our fitness clients. In particular, we want you to know that we are not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Notice, we have provided information on how we use your personal data and your rights.

1. How we use your personal data

The data we collect from you is submitted by you, on completion of an industry standard Waiver Form/Par-Q which is required when you sign up to participate in a fitness class.

We will use your non-sensitive personal data to (i) register you as a new client, (ii) manage payment, (iii) collect and recover monies owed to us (iv) to manage our relationship with you, (v) send you details of our goods and services including related services of Zarina Grace - Empowering Coaching for Women.

Our grounds for processing your data are for the performance of the relationship as fitness instructor and fitness client and any contact with you is to keep you updated with relevant information i.e. to motivate and tell you about weekly classes, how to book, where they are held, times and to inform you of any changes to venue and time OR for any cancellations; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied; to offer related services of Zarina Grace Empowering Coaching for Women.

We will not share your details with third parties for marketing purposes except with your express consent or with those detailed below in point 6.

2. Disclosure of your personal data

We may have to share your personal data with (i) service providers who provide IT and system administration support, (ii) professional advisors including lawyers, bankers, auditors and insurers (iii) HMRC and other regulatory authorities.

We require all of these third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. They are only allowed to process your personal data on our instructions.

3. International transfers

Some of our third party providers are businesses outside of the EEA in countries which do not always offer the same levels of protection for your personal data. We do our best to ensure a similar degree of security by ensuring that contracts, code of conduct or certification are in place which give your personal data the same protection it has within Europe. If we are not able to do so, we will request your explicit consent to the transfer and you can withdraw this consent at any time.

4. Third Party Providers

We use a third party provider, Bookwhen which is a booking system for all classes. We gather statistics around class attendance and use the system to export weekly attendance lists, mobile numbers and email addresses. For more information, please see Bookwhens privacy notice: <https://bookwhen.com/privacy>

We use a third-party provider, Mailchimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see Active Campaigns privacy notice: <https://mailchimp.com/legal/privacy/>

On occasion, at our discretion, we may use or include other third party services or products. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of your data and only deal with providers we deem as trustworthy.

5. Data security

Protecting your data is important to us and we have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We also limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator of a breach where we are legally required to do so.

6. Data retention

We will only keep your personal data for as long as is necessary to fulfil the purposes for which we collected it. We may retain your data to satisfy any legal, accounting, or reporting requirements so for example we need to keep certain information about you for 6 years after you cease to be a client for tax purposes.

7. Your rights

You are able to exercise certain rights in relation to your personal data that we process. More information on how your data should be handled can be found here: <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it. We will not charge a fee for responding to this request unless your request is clearly unfounded, repetitive or excessive in which case we may charge a reasonable fee or decline to respond.

If you wish to make a Subject Access Request, please email your request to www.zumba.zarina@gmail.com marked for the attention of the Data Compliance Officer.

You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by replying STOP in response to any communication. When you opt out, we will no longer be able to contact you.

8. Keeping your data up to date

We have a duty to keep your personal data up to date and accurate so from time to time we will contact you to ask you to confirm that your personal data is still accurate and up to date.

If there are any changes to your personal data (such as a change of address) please let us know as soon as possible by emailing the addresses set out in section 7 above

9. Complaints

We are committed to protecting your personal data but if for some reason you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

We may change this Privacy Notice from time to time and shall notify you of any changes.