Privacy Policy

**Privacy policy**

This privacy policy tells you what to expect when Sheepdrove Yoga collects personal information about you when you use Sheepdrove Yoga Shack and sheepdroveyoga.co.uk or sheepdroveyoga.com

We respect your right to privacy and are committed to responsible collection, use, transfer, disclosure, protection and management of your personal information when you use our services. When you provide such information we will only use it in line with applicable data Protection law including the General Data Protection Regulation (GPDR). Rest assured your information will be kept in a secure environment, we do not sell your personal information and access to it will be restricted to a ‘need to know’ principle (see **Who has access to your information?** section below)

All the personal information we process relates to the provision of education and training/tuition in the subject of Yoga, including sale of yoga goods, maintenance of our own accounts and records, administration and charitable fundraising purposes. We process information to do with our members, students, professional advisors/agents, service providers/suppliers and enquirers and complainants.

**What information will we collect about you?**

Most of the data we collect about you is based on legitimate interest, ie it enables us to carry out our work with you.

When you use sheepdroveyoga.co.uk or sheepdroveyoga.com we will collect the following information about you:

* name
* email address
* the password you choose to log in to our website

This is so you can use the system to book onto classes.

To help us provide a better service to you, you may also choose to provide us with the following additional information:

* address
* telephone number
* date of birth

This can help us provide you with a better service.

To book onto and attend classes, workshops and yoga events with us we will also collect the following information about you via our online health form (a paper copy is made):

* your medical conditions
* your injuries
* your medication
* name and contact number of someone we can contact in case of an emergency concerning you.

Our system also stores your purchase information:

* classes booked (online register)
* purchases of goods (yogasupplies)

You may also opt to receive updates from us via our mailing list. This is based on consent. It stores information about your name and email, you may also opt to give us information about your interests (eg workshop, special events, regular classes). You can choose your preferred means of being contacted. It’s the ideal way to keep up to date about what’s on.

**How will we use the information about you?**

We need to collect the data about you in order to fulfil our contract with you and to comply with our legal obligations.

Our logging in system enables us to ensure that you are who you say you are. We have a legitimate interest to protect your account from unauthorised access.

If you purchase goods or services from us we will make service communications, eg send emails confirming a booking, notifying you about errors or cancellation of classes.

Marketing communications will only be sent to you if you have subscribed to our mailing list. You can unsubscribe at any time.

If you contact us to make an enquiry we will use that information in order to respond to your enquiry.

**Who has access to your information?**

Your information is stored on our website. Medical forms and registers are also retained in paper copies in a locked cabinet in our office.

Access to this information is on a ‘need to know basis’ only. Most information is restricted access to those who teach you (who also have access to your medical form and the class registers) and to other website administrators.

Some information is shared with our professional advisers and consultants, such as for accounting purposes with our accountant. We would also share necessary information with other bodies who may be concerned with matters concerning any complaints we may receive.

**How long we will store your information?**

We’ll hold on to your information for as long as you have your account with Sheepdrove Yoga, or as long as is needed for us to be able to provide the relevant goods or services to you and to meet legal requirements. Our general retention policy is to retain information for 7 years.

In some circumstances, such as to meet our legal or regulatory obligations, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may hold on to your personal information after we’ve finished providing services to you, or for longer than our general retention policy.

In the case of email & telephone enquiries we’ll store your details for up to 12 months.

**Your rights over your information**

**Access** You can request the information we hold about you verbally or in writing. We will provide this information within 28 days of your making the request.

**Corrections** If you believe any data we have about you is incorrect, the easiest way to correct this is yourself via your personal profile on sheepdroveyoga.com.You can also ask us to correct the information we hold about you verbally or in writing. We will do this within 28 days of your making the request.

**Right to be Forgotten** Unless we have a reason for keeping your personal information (for example, where we need this to provide a service to you or deal with an ongoing complaint), or for legal records, you can request for us to stop holding your personal information. If we need to hold on to your information we will tell you why we need to do this when we respond

**Right to stop direct marketing messages** You can do this easily through unsubscribing at the bottom of our emails or by contacting us.

**Legitimate Interests**

If we are relying on our legitimate interests to process your information, you have the right to object to us doing this in light of your individual circumstances. We will review this objection and, unless we consider that our legitimate interests override your rights, we will stop processing your information in this way.

**Consent**

Where we are using your personal information based on your express consent to this, you have the right to withdraw your consent at any time. To withdraw your consent please contact us at yoga@longford.co.uk

**Complain to the Regulator**

If you believe that we have not handled your personal information correctly or are not happy with how we have dealt with your request, you have the right to lodge a complaint with the Information Commissioner’s Office

**Changes to Privacy Policy**

We may change this Privacy Policy from time to time, to reflect how we are processing your personal information.

This Privacy Policy was last updated on 29/5/20

**How to Contact us**

Please feel free to contact us if you have any questions about our Privacy Policy or the personal information we hold about you.

You can contact us by:

email: yoga@longford.co.uk

telephone: +44 77768 500849

writing: Sheepdrove Park, Lambourn, RG17 7UN