



Privacy Policy

Effective Date: 17/01/2025

Welcome to Natalia Pilates ("we,"). Your privacy is important to us, and this Privacy Policy explains how we collect, use, and protect your personal information when you visit our website, book classes, make payments, or sign up for newsletters.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, payment details, and account credentials (email and password).
- **Health Information:** Information about medical conditions, injuries, or pregnancy status, provided by you, to ensure the safety and suitability of our Pilates classes.
- **Usage Data:** Information about your interactions with our website (e.g., pages visited, time spent, and actions taken).

2. How We Use Your Information

We use your information for the following purposes:

- To process class bookings and payments securely.
- To create and manage your user account.
- To ensure your safety by tailoring our Pilates classes to your specific health needs or conditions, including pregnancy.
- To send you newsletters, updates, and promotional materials (with the option to opt out).
- To improve our website's functionality and user experience.
- To comply with legal and regulatory requirements.

3. How We Protect Your Information

We take the security of your personal information seriously and implement industry-standard measures, including:

- Secure SSL encryption for all transactions and data transmission.
- Password-protected user accounts and encrypted storage of sensitive information.
- Regular security monitoring and updates to protect against data breaches.

4. Third-Party Services

We may share your information with trusted third-party providers to facilitate payment processing, email newsletters, and website functionality. These providers are bound by strict confidentiality agreements and comply with relevant data protection laws.

5. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience. You can manage or disable cookies through your browser settings.

6. Health and Medical Information

- Health-related information, including details about medical conditions or pregnancy, is collected only for the purpose of determining your safety and suitability for Pilates classes.
- We handle this information with the utmost confidentiality and do not share it with third parties unless required by law.
- You have the right to withhold this information, but it may impact our ability to provide safe and appropriate class recommendations.

7. Email Newsletters

By providing your email address, you consent to receiving newsletters and promotional content. You can unsubscribe at any time by clicking the “unsubscribe” link in our emails or contacting us directly at info@nataliapilates.co.uk.

8. Your Rights

You have the right to:

- Access, update, or delete your personal information.
- Opt out of receiving promotional emails.

To exercise your rights, please contact us at info@nataliapilates.co.uk.

9. Data Retention

We retain your personal information, including health-related data, for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

11. Contact Us

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

- Email: info@nataliapilates.co.uk

By using our website, you agree to this Privacy Policy. Thank you for trusting us with your personal information!