

Charlotte Steinbrecher Pilates

Privacy and Confidentiality Policy

Version: 1.0

Effective Date: 07/08/2026

Review Date: 07/09/2027

1. Purpose

Charlotte Steinbrecher Pilates is committed to protecting the privacy, confidentiality, and security of all personal and health information collected from clients attending classes, assessments, workshops, and events.

This policy explains how personal information is collected, stored, used, shared, and protected in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Chartered Society of Physiotherapy (CSP) standards and guidance
- APPI (Australian Physiotherapy & Pilates Institute) professional standards
- Professional indemnity and public liability insurance requirements

2. Data Controller

Charlotte Steinbrecher Pilates is the Data Controller responsible for determining how your personal information is processed.

Contact Details:

Email: charlottes.pilates@outlook.com

3. Information We Collect

To ensure classes are delivered safely and appropriately, Charlotte Steinbrecher Pilates may collect:

Personal Information

- Full name
- Address
- Email address
- Telephone number
- Emergency contact details
- Date of birth

Health Information (Special Category Data)

- Medical history relevant to exercise participation
- Current injuries or pain
- Surgical history
- Pregnancy and postnatal information
- Medications
- Relevant health conditions
- Information disclosed on health screening forms

Health information is collected solely to ensure participant safety, exercise suitability, and appropriate clinical decision-making.

4. Lawful Basis for Processing

Personal information is processed under one or more of the following lawful bases:

- Contractual necessity (to provide Pilates services)
- Legitimate interests (safe and effective service delivery)
- Legal obligations (insurance and record-keeping requirements)
- Explicit consent for processing health information

5. How We Use Your Information

Your information may be used to:

- Assess suitability for participation
- Adapt exercises appropriately
- Manage health and safety risks
- Contact you regarding bookings and classes
- Respond to medical emergencies
- Meet insurance requirements
- Comply with legal and professional obligations

Health information will never be used for marketing purposes.

6. Confidentiality

All client information is treated as confidential.

Information will only be disclosed where:

- You have provided consent
- There is a legal obligation to disclose
- Disclosure is required to protect you or another individual from serious harm
- Disclosure is required by a regulatory body, court order, or insurer

Any disclosure will be limited to the minimum information necessary.

7. Storage and Security of Information

Charlotte Steinbrecher Pilates takes appropriate technical and organisational measures to protect personal information.

Electronic Records

Health screening forms are completed electronically via Intake forms on Wix website platform and your data will be stored securely. Access to submitted forms is restricted to authorised personnel and will not be shared with third parties unless required by law or with your explicit consent. We process your information in accordance with the UK GDPR and Data Protection Act 2018.

Electronic records should be:

- Stored on password-protected devices
- Protected using up-to-date antivirus software
- Secured with strong passwords
- Backed up securely
- Accessible only to authorised personnel

Charlotte Steinbrecher Pilates uses Microsoft 365 services to collect and store health screening information alongside the Wix website platform. Appropriate technical measures including password protection, multi-factor authentication, encryption and restricted access controls are used to safeguard personal and health information against unauthorised access, loss, disclosure, or misuse.

8. Community Centre Venues

Classes may be delivered from community centre halls and other hired venues. Client information will not be stored at these venues. Any paperwork used during classes will be transported securely and returned to secure storage immediately following the session. Community centre staff will not have access to client records.

9. Data Retention

Charlotte Steinbrecher Pilates retains records only for as long as necessary to fulfil legal, professional, and insurance obligations.

Recommended retention periods are:

Adult Clients

- Health screening forms and relevant records: **8 years from the date of the last attendance**

Incident Reports and Accident Records

- Minimum of 8 years

Booking and Financial Records

- 6 years in line with HMRC requirements

Once retention periods expire, records will be securely destroyed.

10. Your Rights

Under UK GDPR you have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion of information where appropriate
- Restrict processing
- Object to processing
- Request transfer of data
- Withdraw consent where consent is relied upon

Requests should be made in writing using the contact details above.

11. Marketing Communications

Marketing emails will only be sent where:

- Consent has been provided, or
- A lawful basis exists under UK GDPR and PECR regulations

You may unsubscribe at any time.

12. Data Breaches

Any suspected data breach will be investigated promptly. Where required by law, serious breaches will be reported to the Information Commissioner's Office (ICO) within the required timeframe. Affected individuals will be informed where appropriate.

13. Policy Review

This policy will be reviewed annually or sooner if there are significant changes to legislation, professional guidance, or business operations.
