

TRUE YOGA: Privacy and Consent Policy

True Yoga (TY), registered company 4567363 that operates as a Yoga Training Organisation. We are committed to ensuring any personal data will be handled in line with new General Data Protection Regulation ("GDPR"). *See Resources & further information for GDPR legislation.*

This website and organisation privacy policy, updated on 23rd May 2018, sets out how we obtain, process and store personal data that you have provided to us. The following will be explained:

1. What personal information TY collects.
2. How TY uses this information.
3. How TY stores personal information and for how long.
4. What personal information TY shares.
5. TY's marketing and communication policy.
6. TY's legal basis for processing information.
7. Your rights to personal information you provide.
8. How staff and volunteer personal information is protected.
9. Updates and reviews.

For the purpose of GDPR, data processing is carried out Dowry Cottage, Winsford, Somerset, TA24 7JE

If you have any questions about this policy, please contact admin@trueyoga.co.uk

What personal information True Yoga collects.

- We only process and store personal information that has been given with written, verbal or online consent.
- Personal information is collected when you fill out a contact form on our website, over the phone, via any mobile medium, when you book a 1-2-1 or group session, buy a ticket for an event, sign up for a training course or module; or in person, such as when you sign up to the mailing list at a session, event, module or course.
- The information we generally collect includes name, mobile number and email address.
- If you sign up to join our mailing list online (via our website) we only ask for name and email address.
- When you purchase a 1-2-1 or group session, a ticket for an event, sign up to a course or module online we may also collect bank or further contact details and billing address in order to provide the associated ticketing, billing or invoice service.

How True Yoga uses this information.

- The information you provide to TY will be used to keep in touch with you about updates before, during or after a 1-2-1 or group session, course, module, event and/or to process a request from you.
- An example of ways we use your information:
 - Make contact to confirm a session
 - Communicate during a module or course
 - Process payments and refunds events
 - Send emails, updates and special offers
 - Invite to attend future events
 - To notify you of any changes, may that be policy or general

How True Yoga stores personal information and for how long.

- All personal information given to TY will be stored securely. We do not keep personal details in spreadsheets.
- Personal information is only accessible to TY staff and trusted volunteers that have signed a confidentiality agreement.
- TY holds personal information for as long as you have an active relationship with us.
- If you choose to cease an active relationship you have the right to erasure and we will ensure you are no longer contacted by us.
- We will keep a record of payments for at least seven years for legal financial purposes.
- We will keep a record of case study notes for at least eight years for legal healthcare purposes.
- To see our other policies or to find out more information on how long we store data go to; www.trueyoga.co.uk/policies or get in touch via email: admin@trueyoga.co.uk

What personal information True Yoga shares.

- TY **will not, under any circumstance**, sell or share your personal data with a third party for marketing purposes and promise to keep your details safe and secure.
- We will only share data with third party companies who provide services for TY. This will only be specific and necessary data that is needed to provide a specific service, including delivering post, processing card payments and sending emails. *See Resources & further information* for other companies we work with and their privacy policies.

True Yoga’s marketing and communication policy.

- TY will contact you for marketing purposes with the information you have given freely and with consent.
- See *Resources and further information* to see the policy of third-party marketing and communication organisations we use.
- See *Your rights to personal information you provide* to see how to opt-out or change communication preferences.

Your rights to personal information you provide.

- If you wish to update the information we hold or how we communicate with you please contact us.
 - Email us: admin@trueyoga.co.uk
 - Write to us: Dowry Cottage, Winsford, Somerset TA24 7JE.
 - Call us: 01643851599 (any time).
- You are able to opt-out of marketing emails at anytime by clicking the unsubscribe link at the end of any TY marketing email or email us directly.
- You can update your details by clicking the update link at the end of any marketing email from TY.

True Yoga’s legal basis for processing information.

- Although in many cases we will seek consent to process your personal data, in some instances we may process your information without consent when we are legally allowed to do so. This will only be where it is in our legitimate interests to do so and where we are confident that such processing is not likely to prejudice your legitimate interests or rights and freedoms.

- Where we are processing your personal data on the basis of consent that you have given us, you are entitled to withdraw that consent at any time such that we can no longer rely on it as a basis for continuing to process your personal information.

How staff and volunteer information is protected.

- All staff and volunteers must adhere to TY's privacy procedures, necessary documents are made available to staff and volunteers.
- Information of service providers and staff is kept for seven years for finance purposes.
- Staff and volunteer personal information is held as long as they have an active relationship with TY.
- If in the event the active relationship is ceased we will hold personal information for three years for the purpose of providing references to staff or volunteers for future employment opportunities.

Updates and reviews.

- The latest version is published on this page and complies with new General Data Protection Regulation ("GDPR").
- In the event of any changes to the law, the privacy policy will be updated. Supporters will be informed of any changes that effect their personal data and all necessary changes will be made to protect personal information and comply with the law.
- TY's privacy policy will be reviewed every two years.

Cookies Policy

- Cookies are small text files that are downloaded to your browser when you visit a webpage. Every time you go back to that website, your browser will send the cookie file back to the website's server.
- Cookies allow us to see how many people use the website and what

pages they visit. This helps us to improve our site.

- This can also allow us to customise our site according to your individual interests.
- You can set your browser to not accept cookies however this can limit your ability to use certain part of our site.
- For more information on cookies see *Resources & further information*.

Resources & further information.

- [GDPR legislation](#)
- [Mailchimp Policy](#)
- [Paypal Policy](#)
- [Squarespace Policy](#)
- [Facebook policy](#)
- [Instagram Policy](#)
- [What are cookies?](#)