



## **Feel Good Hub Privacy Policy**

### **Background**

Feel Good Hub understands that your privacy is important to you and that you care about how your personal data is used. This Privacy Notice explains how we at Feel Good Hub collects, uses, stores and protects your personal information, including any special category data (such as health data) in accordance with our obligations and your rights under the UK General Data Protection Regulation (UK GDPR, 2018).

### **Information About Us**

#### **Our Contact Details**

Name: Feel Good Hub

Address: 103 Main Street, Bingley, West Yorkshire, BD16 2HT

Phone Number: 07810032650

E-mail: [info@hellofeelgoodhub.co.uk](mailto:info@hellofeelgoodhub.co.uk)

Date of last update: July 2024

#### **The Type of Personal Information We Collect**

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively the “Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’. Personal data in simpler terms covers information about you which enables you to be identified. We currently collect, store and process the following types of personal information:

#### **Personal Identifiers**

These include your full name, date of birth and your address.

#### **Personal Contact Details**



These include your telephone number and email address.

### **Emergency Contact Information**

This includes the name and a contact number of a designated person (provided by you) to be contacted in an emergency situation. We ask for this to ensure your safety in the event of an emergency. This information will be used solely for this purpose.

### **Medical History Data**

We ask that you provide basic health data including brief medical or other health related information to us at the point of your first booking. This information is pertained to your safety and suitability of participation in our classes, courses, workshops or related events.

### **Social Media / Digital marketing information**

This data will be available to us if you choose to engage with our team on social media platforms, or if you consent to opt into our digital marketing emails / campaigns or sign up to our mailing list.

### **Billing / Payment Information**

Our payment processing is collected by an encrypted 3<sup>rd</sup> party payment system (Stripe Payments UK LTD) and we would direct you to their privacy notice for further information related to this. Please note this is not owned or managed by Feel Good Hub.

### **How We Get the Personal Information and How We Use It**

Most of the personal information we process is provided to us directly by you. We will require your personal information and contact information prior to your first visit, and this will be required at the point of booking.



We will also ask you to complete a Health Waiver form, and to confirm your fitness to participate during our booking process. This is requested in order to help us effectively deliver our service and ensure safety.

We also store your data to help with our marketing process and to make you aware of our offerings. Data is therefore collected for one of the following reasons:

1. To ensure we can contact you with information regarding your booking of all classes, courses, workshops or related events.
2. To ensure you are aware of any changes / service updates that may impact your visit or your booking. For example, cancellations or time changes.
3. To allow us to contact a next of kin on your behalf, in the event of an emergency / to ensure your safety at all times.
4. For payment taking purposes.
5. For marketing purposes. To ensure that we offer you services that may be of interest / benefit to you.
6. To ensure we are compliant with our insurance requirements (Balens Insurers – see below for further details).
7. To ensure that we are compliant with our professional body registration requirements (Yoga Alliance Professionals – see below for further details).

We also receive personal information indirectly, from the following sources in the following scenarios:

1. Social media accounts / engagement statistics when you engage with our social media accounts.
2. Personal data collected at the time of booking from BookWhen (our 3<sup>rd</sup> party class booking platform – see below for further information).
3. Our mailing list provider Mailchimp – when we send our advertising / information-based emails.

### **Lawful Basis**

Under the UK General Data Protection Regulation (UK GDPR), we must always have a lawful basis for obtaining and using your personal data.



The lawful basis we rely on for processing this information are:

### **1. Your consent.**

Where you have provided consent for specific uses of your information, for example, receiving marketing emails.

You are able to remove your consent to the obtaining and storing of your personal information at any time. You can do this by contacting Emma Molloy via email at [info@hellofeelgoodhub.co.uk](mailto:info@hellofeelgoodhub.co.uk) or by calling 07810032650, you may also discuss this with Emma Molloy in person at the premises.

You may of course decline to share your consent to us obtaining you contact information. In some cases, this may mean that Feel Good Hub is not able to provide you with certain information and / or services.

Your emergency contact details are recorded solely for your safety in an emergency. This is the only personal information that would be shared in the event of an emergency.

### **2. We have a contractual obligation**

Information is required in order for us to fulfill our contractual obligations to you. Examples of which include Feel Good Hub providing a class, course, workshop or related event, that you have purchased from us.

### **How we store your personal information**

The information that we hold is securely stored.

We keep all personal information, health information, emergency contact information and waiver declarations (both paper form or digital form) secure.

Digital files are both encrypted, and password protected. The computer / laptop where the information is stored is also password protected. They will be backed



up by a password protected hard drive if required, and stored in a locked premises.

This data will be stored for the period of one year following a single visit. Or for the period of your continued use of our services, and for one year following your last booking with us.

We will then dispose of your information securely by deleting your data from our files, both original and back-up copies. We will ensure that you are removed from our email / payment system at your request.

We aim to be a 'paper light' company. Paper based information, which contains your personal details will be stored in a locked filing cabinet, within a locked premises.

This data will be stored for the period of one year following a single visit. Or for the period of your continued use of our services, and for one year following your last booking with us.

It will be shredded and recycled following the above term.

### **Data Sharing and Disclosure**

If any of your personal data is shared with a third party, we will take steps to ensure that your personal data is handled safely, securely and in accordance with your rights and our obligations under the law as described above.

We may share your personal information with third parties in the following circumstances:

1. With service providers who assist us in operating our business, such as payment processors or IT service providers (see below for contact details of the companies we use for our 3rd party bookings, payments and insurance)
2. With legal or regulatory authorities if required to comply with a legal obligation
3. Our shared space company Hedgehog Organics. We may share your information with this company in the event of a collaboration between us, and where there is any overlap in our events and services.

## **Your data protection rights**

Under data protection legislation, you have rights which we will always work to uphold, including:

### **Your right of access**

You have the right to ask us for copies of your personal information. You do have the right to access and receive a copy of your personal data, and other supplementary information.

This is commonly referred to as a subject access request or ‘SAR’.

Individuals can make SARs verbally or in writing, including via social media.

### **Your right to rectification**

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

### **Your right to erasure**

You have the right to ask us to erase your personal information.

### **Your right to restriction of processing**

You have the right to ask us to restrict the processing of your personal information.

**Your right to object to processing** - You have the the right to object to the processing of your personal information.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed.

You are not required to pay any charge for exercising your rights.

If you make a request, we have one month to respond to you.



For more information about our use of your personal data, or exercising your rights please contact us at [info@hellofeelgoodhub.co.uk](mailto:info@hellofeelgoodhub.co.uk) if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, or cause for complaint you can make a complaint to us at Feel Good Hub via the above contact details.

Further information about your rights can also be obtained from the Information Commissioners Office (ICO) website or by contacting them to lodge a complaint.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



**Further contact details for our third-party companies:**

**Insurance**

<https://www.balens.co.uk/contact/>

<https://www.yogaallianceprofessionals.org/knowledge/need-to-contact-us>

**Payment processing**

<https://support.stripe.com/contact/login>

**Booking system**

<https://bookwhen.com/contact>