

# Privacy

This is the privacy statement of re-balance pilates studio plus

re-balance pilates studio plus is located at Goudenregenstraat 213, 2565ES Den Haag re-balance pilates studio plus (referred to as re-balance in the text below) is registered at the Dutch chamber of commerce (Kamer van Koophandel) under number 27249642

## You can contact us:

- Via phone: +31 6 2902 5515
- Via e-mail: [info@re-balance.nl](mailto:info@re-balance.nl)

## Why a privacy statement?

Privacy and security of your data is very important to re-balance. re-balance adheres to the Dutch and European privacy laws, including the General Data Protection Regulation (GDPR) (Algemene Verordening Gegevensbescherming, (AVG)), which became effective as from the 25th of May, 2018. We want to be transparent, regarding the usage and security of your personal data. That is why we want to inform you which personal data we collect/process, why we do that and what happens to your data.

## Why do we process personal data?

re-balance pilates studio is an organization that operates in the personal fitness market. Your personal data is processed so we can provide you with the quality of service that you should expect from fitness and health professionals. We only collect and process personal information in order to be able to execute our function correctly.

## Your rights regarding your personal data

The privacy and security of your personal data is very important to us. If you have any questions regarding the use of your personal data, if you want to access your data, if your personal data is incorrect and you want to have your data rectified, if you want to revoke your permission to use your data, if you have a complaint, if you want us to erase your personal data or have it transferred to a third party, you can contact us via: [info@re-balance.nl](mailto:info@re-balance.nl). If you notice unlawful data usage, you may file a complaint with the Supervisory Authority (Autoriteit Persoonsgegevens.) ([www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl)).

## Which personal data is collected and how?

The personal **client data** that re-balance collects consists of:

- Name- and surname
- Adress
- E-mail address
- Telephone number
- Date of Birth
- Preferred session time/day
- fitness level/work activity level
- fitness goals
- medical health
- medication
- level of past experience of Pilates

This data is collected in written form on our enrollment questionnaires.

In the case of **fellow professionals and studios**, we collect the email information from the public web sites of the individuals and businesses.

We never ask for more information than we need in order to be able to contact you or to tailor and deliver our personal services and you always have the choice to decide which information you want to share with us. When you share information with us, this should be a conscious choice. In addition you have the right to review that data at any time, and to request that we destroy/delete it.

## How we handle personal data

We handle your personal and business data with great care. We do not, under any circumstance share that information with any third party, whether business or individual.

It is also possible that we use your data to send you specific e-mails for informative or business reasons. If you no longer want to receive non-personal emails (e.g. newsletters), you can opt-out via the 'opt-out' button which you will find on the bottom of all our informative emails.

In addition, we have taken the necessary measures on administrative, technical and organizational level, to make sure we can protect your personal data, to treat that data confidentially and to avoid misuse, loss, unauthorized access or unauthorized use. By applying these measures, taking into account technology and costs, we ensure to offer a sufficient level of security.

Client information (with the exception of email addresses) is only stored in paper form and is kept in a secure location. We only store the email address of colleagues and fellow professionals and studios. Email addresses are stored on a secure server. All data is stored within the Netherlands.

We do not share any data with third parties and/or parties outside of the EU. Furthermore, we do not use any form of automated decision making or profiling.

The personal data that has been collected, will not be kept longer than is deemed necessary for business reasons or is legally required. Where possible, with the exception of email addresses, we destroy personal data after termination of our business with you.

## Cookies

The re-balance web site only uses functional cookies. These are anonymous session cookies which contain no relevant activity data and are automatically destroyed within 4 hours of the end of each visit to the site. We do not use analytical software of any kind, nor do we gather activity data of any form.

## Changes in the privacy statement

re-balance pilates studio reserves the right to amend this privacy statement. Every amendment will be published on our website. We will advise anyone remaining on our mailing list of any amendments.