



Data Protection Policy

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1. Introduction

Mindbody Wellness Training Ltd (hereinafter referred to as 'the Centre') is committed to protecting the personal data of its students, staff, and other stakeholders in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This policy outlines how the Centre collects, uses, and protects personal data and ensures compliance with applicable data protection laws.

Article 5(1) of UK GDPR requires that personal data should be:

- (a) processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency')*
- (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ('purpose limitation')*
- (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation')*
- (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy')*
- (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals ('storage limitation')*
- (f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality')*

2. Definitions

UK GDPR defines personal data as:

Information relating to natural persons who:

- can be identified or who are identifiable, directly from the information in question; or*
 - who can be indirectly identified from that information in combination with other information.*
- [ICO \(2022\)](#)

Processing is defined as any action performed on personal data.

3. Purpose

This policy is designed to:

- Ensure the Centre complies with UK GDPR and the Data Protection Act 2018.
- Protect the rights of students, staff, and other individuals.
- Provide transparency about how the Centre collects and processes personal data.

4. Scope

This policy applies to all personal data processed by Mindbody Wellness Training Ltd, whether stored electronically, on paper, or in other formats. It covers all stakeholders, including:

- Students and trainees.
- Employees, contractors, and freelance yoga tutors, assessors and quality assurers.

- Suppliers and other third parties.

5. Data Protection Principles

Mindbody Wellness Training Ltd adheres to the following principles when processing personal data:

- **Lawfulness, fairness, and transparency:**
Personal data is processed lawfully, fairly, and transparently.
- **Purpose limitation:**
Data is collected for specific, explicit, and legitimate purposes and not further processed in a manner incompatible with those purposes.
- **Data minimisation:**
Only the data necessary for the adequate and relevant purpose outlined is collected and processed.
- **Accuracy:**
Mindbody Wellness aims to take all reasonable steps to ensure personal data is accurate. These steps include verification of learner details for those registering on our courses and checking previous employment details for job applicants.
- **Security:**
UK GDPR requires that, 'appropriate technical and organisational measures' are used to store data which is processed securely to protect against unauthorized access, loss or damage. The personal data is securely stored on a password-protected learning platform for which the user gives consent for the purpose. Only personnel who need access for the stated purpose can access the data with the password they need for that specific use. When personal data is deleted, this is done safely to ensure that the data is irrecoverable. This process is under regular review as part of risk analysis activities.
- **Storage:**
Learner contact details are stored securely for three years beyond the date learners receive their certificate. Employee data is also retained for three years beyond the date of the termination of their employment. This is in case of legal proceedings or regulatory audits. All accounting records and Independent Examinations need keeping for 6 years from the end of the last company financial year they relate to, or longer if they show a transaction that covers more than one of the company's accounting periods.
- **Accountability:**
Mindbody Wellness Training Ltd is responsible for demonstrating compliance with these principles.

6. Data Collection

The Centre may collect personal data, including but not limited to:

- Name, contact information (address, email, phone) and date of birth.
- Health information (only where necessary for providing yoga training and ensuring student safety).
- Payment details for course fees.
- Attendance records and assessment results.

7. Legal Bases for Processing

The Centre processes personal data based on one or more of the following legal bases:

- **Consent:** Individuals have given clear consent for their data to be processed.
- **Contract:** Processing is necessary to fulfill a contractual obligation, such as delivering a training course.
- **Legal obligation:** Processing is necessary to comply with legal requirements.
- **Legitimate interests:** Processing is necessary for the Centre's legitimate interests, provided these are not overridden by the rights and freedoms of individuals.

8. Individual Rights

Under Chapter 3 of the UK GDPR, individuals have the following rights:

- **Information:** To be informed as in the Centre's Privacy Notice
- **Access:** To access their personal data held by the Centre.
- **Rectification:** To request correction of inaccurate or incomplete data.
- **Erasure** ('right to be forgotten'): To request deletion of their personal data under certain conditions.
- **Restriction:** To request limitation of processing under certain conditions.
- **Data portability:** To receive their personal data in a structured, commonly used format.
- **Objection:** To object to processing based on legitimate interests.
- **Automated decision-making:** To challenge automated decisions or profiling affecting them.

Requests to exercise these rights should be directed to the Data Protection Officer (DPO) at the contact details below. For more information, see Appendices A, B and C.

9. Data Security

Mindbody Wellness Training Ltd implements appropriate technical and control measures to protect personal data, including:

- Secure storage systems with access controls
- Encrypted electronic communications
- Regular data protection training for staff
- Incident response plans for data breaches

10. Data Sharing and Transfers

Personal data is shared only with third parties essential for delivering services, such as payment processors or accrediting bodies, and only under strict confidentiality agreements. Personal data will not be transferred outside the UK without ensuring appropriate safeguards are in place.

11. Data Retention

The Centre retains personal data only as long as necessary for the purposes for which it was collected or to comply with legal obligations. Once no longer needed, data is securely deleted or destroyed.

12. Breach Reporting

Mindbody Wellness Training Ltd has been registered with the Information Commissioner's Office (ICO) since 7 February 2024. Any data breach must be reported immediately to the DPO using the contact details below. In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, we will promptly assess the risk to people's rights and freedoms and, if appropriate, report this breach

to the ICO within 72 hours ([more information can be found on the ICO website](#)).

We will follow ICO protocol.

13. Data Protection Officer (DPO)

The Centre has appointed a DPO responsible for ensuring compliance with this policy and applicable laws.

Contact Details:

Data Protection Officer
Mindbody Wellness Training Ltd
82 King Street, 3rd Floor MTM
Manchester
M2 4WQ

Email: training@mindbodywellness.uk

14. Policy Review

This policy will be reviewed annually as part of its regular self-evaluation process and as necessary in response to significant changes in data protection legislation.

The next review is scheduled for February 2026.

15. Compliance and Enforcement

Failure to comply with this policy may result in disciplinary action for employees or termination of contracts for third parties.

Further Information

For further information about this policy, contact the DPO at the details above.

FAQs

Each of the following questions and guidance underneath is intended to provide answers to frequently asked questions.

A. How do I know if we are “processing” somebody’s personal data?

“Processing” is a very broad term and, in relation to information, means any operation or set of operations which is performed on information, or on sets of information, such as—

- (a) collection, recording, structuring or storage,
- (b) adaptation or alteration,
- (c) retrieval, consultation or use,
- (d) disclosure by transmission, dissemination or otherwise making it available,
- (e) alignment or combination, or
- (f) restriction, erasure or destruction.

B. Who is able to make a request?

- a) Requests may be made by any individual whose personal data is being processed (known as the ‘data subject’), or others authorised to be a representative (solicitor, guardian) of the data subject.
- b) Another Centre which has received a request from the individual or a representative, may request information from MINDBODY WELLNESS.
- c) Additionally informal requests may come from an athlete, someone from the Sport, or another person whose personal data we hold.

In all cases, before providing any personal data, it is essential to confirm a) the identity of the requestor and b) that they are authorised to make the request (i.e. they have the consent of the individual to make the request).

C. What does a ‘qualifying request’ look like?

The UK GDPR does not specify how to make a valid request. In most cases, this will be in writing and will be in relation to one (or more) of the individual’s rights listed in Appendix B. A request does not need to explicitly refer to The DPA or the UK GDPR.

It can also be made to any part of your Centre (including by social media) and does not have to be to a specific person or contact point.

It may be emailed, faxed, texted, or written in a document. If a request is made verbally, please suggest that the requestor put it in writing so we have understood what they are asking for, however, if they chose not to – it will still be a valid request that needs logging and actioning.

D. What does an 'informal request' look like?

An informal request is difficult to categorise, but may have some of the following characteristics:

- **Standard service delivery:** sharing information, such as feedback, is often an essential part of service delivery in the context of certain teams, and in particular, between practitioners, athletes and coaches. If such sharing is covered by existing service delivery agreements, it does not need to fall within the scope of this policy.
- **Insignificant changes to processing:** where such a change does not negatively affect delivery of a service, such as an update to somebody's address, and can be fulfilled without disproportionate expense, it should be carried out as normal course of business/ a gesture of goodwill.

E. What are the timescales for response?

We have one calendar month to respond to a request exercising one of the individual rights. With Subject Access Requests (SARs), the time limit to respond is one month, but can be extended to three months in complex cases.

As one month can be a quick turnaround, please check with your manager if you should re-prioritise other tasks in order to assist with a response, for example, pulling the information together in response to a SAR.

F. Are there any exceptions to a request made by an individual?

Yes, there are limited exceptions and the DPO will be responsible for advising on the exceptions.

G. Can Mindbody Wellness impose a charge for responding to such requests?

Generally, requests must be complied with free of charge although a 'reasonable fee' may be applied when a request is manifestly unfounded or excessive, particularly if it is repetitive.

H. Can someone make a request on behalf of an individual?

Appendix C describes the process for dealing with a request made by someone on behalf of an individual.

Individuals' Rights

The UK GDPR provides the following rights for individuals:

	Right	Summary of request	Response
1	To be informed	<p>To provide 'fair processing' information, typically through a privacy notice.</p> <p>This needs to explain a number of things, such as: your purposes for processing their personal data, your lawful bases, your retention periods for that personal data, and who it will be shared with. You must also express their right to withdraw consent at any time, the right to lodge a complaint with a supervisory body etc.</p> <p>You must provide privacy information to individuals at the time you collect their personal data from them.</p> <p>If you obtain personal data from other sources, you must provide individuals with privacy information within a reasonable period of obtaining the data and no later than one month.</p>	Ensure any processing you do is covered by a privacy notice and if unsure or need help drafting this, please consult with the Data Protection Officer (DPO).
2	Access	Respond within one month, unless complex. No fee, unless for excessive administrative effort.	Notify the DPO – see Appendix D for additional detail on the process also.
3	Rectification	To have personal data rectified if it is inaccurate or incomplete. Respond within one month.	Notify the DPO, and take steps to correct the information, if it should be. If not, they need to be informed of how to seek a judicial remedy. If the data has been disclosed to third parties, the individual must be informed.
4	Erasure/ deletion	<p>Also known as 'the right to be forgotten'. To request deletion or removal of personal data where there is no compelling reason for its continued processing.</p> <p>This right further exists in the following specific circumstances listed here:</p> <ul style="list-style-type: none"> • where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed; • when the individual withdraws consent; • when the individual objects to the processing and there is no 	<p>Notify the DPO</p> <p>If the data has been disclosed to third parties, they should be informed of the request.</p>

		<p>overriding legitimate interest for continuing the processing;</p> <ul style="list-style-type: none"> • when the personal data was unlawfully processed; • when the personal data has to be erased in order to comply with a legal obligation; or • when the personal data is processed in relation to the offer of information society services to a child. 	
5	Restrict Processing	<p>Similar to previous right to 'block' or suppress processing of personal data.</p> <p>Where it is claimed that data is inaccurate individuals can require the controller to restrict processing until verification checks have been completed. Individuals may also require controllers to restrict processing where the controller no longer needs to (other than for legal claims).</p>	<p>Notify the DPO</p> <p>If it should be restricted on the system (or wherever it is held); start to make provision for this to happen.</p>
6	Data Portability	<p>This is a new right that allows individuals to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability. This applies where processing is based on consent or performance of a contract.</p> <p>The personal data must be provided in a structured, commonly used and machine readable form. Must respond without undue delay, and within one month.</p>	<p>Notify the DPO</p> <p>If applicable, you should subsequently work with IT/your system provider to facilitate this request.</p>
7	Object	<p>Individuals have the right to object to:</p> <ol style="list-style-type: none"> 1. processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); 2. direct marketing (including profiling); and 3. processing for purposes of scientific/historical research and statistics. 	<p>Notify the DPO</p>
8	In relation to automated decision making and profiling	<p>The UK GDPR defines profiling as any form of automated processing intended to evaluate certain personal aspects of an individual.</p> <p>The UK GDPR provides safeguards for individuals against the risk that a potentially damaging decision is taken without human intervention.</p>	<p>Firstly, determine if we are carrying out profiling.</p> <p>If so, notify the DPO of the request/ challenge.</p>

Process

The process to be followed depends on how the request is received (as set out below).

Request directly to Mindbody Wellness Training Ltd from any individual

Process:

1. Mindbody Wellness employee informs DPO of receipt of request
2. DPO sends an acknowledgement letter to the requestor
3. On receipt of any proof of identity (if needed), searches are conducted for the requested information
4. We subsequently send the information by encrypted means to the requestor.

Request from a solicitor or other individual acting on behalf of data subject:

Process:

1. Mindbody Wellness employee informs DPO of receipt of request from a solicitor
2. DPO asks the solicitor to arrange completion of a proof of authority form so we know they have the authority to act on behalf of the individual,
3. On receipt of this signed document, we confirm we will proceed with the request with the standard acknowledgement form
4. We subsequently send the information by encrypted means to the requestor.