

Soma Privacy Policy

Effective Date: 6th October 2025

Last Updated: 6th October 2025

At **Soma** (“we”, “us”, “our”), we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website, use our app, or attend classes and services at our studio.

1. Who We Are

Soma is a wellness and Pilates studio offering movement, wellbeing, and holistic services.

Business name: Soma Balance Studios

Studio address: 8 Station Road, Skelmanthorpe, HD8 9AU

Email: hello@somabalance.uk

We are the “data controller” responsible for your personal information under the UK General Data Protection Regulation (GDPR).

2. Information We Collect

We may collect and process the following types of information:

a. Information You Provide Directly

- Name, contact details (email, phone number, address)
- Health information (where relevant for safe class participation)
- Booking and payment details
- Communication preferences (email, SMS, app notifications)
- Any forms you complete (e.g., waivers, client intake, feedback forms)

b. Information Collected Automatically

When you visit our website or use our app, we may collect:

- IP address, browser type, and device information
 - Usage data (pages visited, time spent, app activity)
 - Cookies or similar tracking technologies (see Section 8)
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3. How We Use Your Information

We use your information to:

- Manage class bookings, payments, and attendance
- Ensure your health and safety during sessions
- Communicate class updates, cancellations, or reminders
- Send newsletters, promotions, and event information (if you've opted in)
- Improve our website, services, and client experience
- Comply with legal and regulatory requirements

We will only process health-related data where necessary to deliver safe, tailored services and always with your consent.

4. Communications

By providing your email or phone number, you may receive:

- Booking confirmations and reminders
- Service updates or schedule changes
- Optional marketing updates (only if you opt in)

You can withdraw consent or change your communication preferences at any time by clicking "unsubscribe" in emails or replying "STOP" to SMS messages.

5. Payment Information

Payments made through our booking system or website are processed securely by trusted third-party payment providers.

We do not store or have access to your full payment card details.

6. Data Sharing

We only share your information with:

- Service providers who help us operate our systems (e.g., booking software, payment processors, email services)
- Professional advisers (e.g., accountants or legal representatives) where required
- Authorities if required by law (e.g., for health and safety or legal compliance)

We **never sell or rent** your data to third parties.

7. Data Retention

We retain personal information only as long as necessary to provide our services, comply with legal obligations, or resolve disputes.

You may request deletion of your personal data at any time (see Section 10).

8. Cookies

Our website may use cookies to improve your browsing experience.

Cookies help us understand how visitors use the site and allow essential functions (like booking or logging in).

You can control or disable cookies through your browser settings at any time.

9. Data Security

We use appropriate technical and organisational measures to protect your information against loss, misuse, unauthorised access, or disclosure.

However, no online system is completely secure, and you share information at your own risk.

10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction or deletion
- Withdraw consent at any time
- Object to processing or request data portability

To exercise any of these rights, please contact us at **hello@somabalance.uk**

We may require proof of identity before processing your request.

11. Children

Soma's services are designed for adults aged 16 and over.

We do not knowingly collect personal information from children.

12. Updates to This Policy

We may update this Privacy Policy occasionally to reflect changes in law or our practices.

The latest version will always be available on our website and app, with the “Last Updated” date clearly shown.

Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us:



hello@somabalance.uk



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