

Terms and Conditions

These terms of service apply to the use of this website and its content, including payments made to me (Caroline Kinash).

It is your responsibility to familiarise yourself with these terms and to make sure you agree with them *before* making a purchase, or participating in any online class or course facilitated by me.

This member page is ONLY for current Physiotherapy or Pilates clients of Caroline Kinash Physiotherapy and Pilates.

Online class membership: how does it work?

If you currently are attending online or face to face pilates classes with Caroline Kinash you can sign up as a member.

When you sign-up, you will be taken through the checkout process, following steps to create a customer account, which you will use to manage your information.

After sign-up, you will gain instant access to my online class library of classes recorded and extra filmed content.

All videos will need a password to access which will be sent every 6 weeks, via e mail to you.

Reviewing your class membership

You can view and manage your membership from your customer account. After logging in, click 'Account', and then 'Memberships' to view your membership details.

Cancellation

You can cancel your membership at anytime

If you are not a current client you will automatically be deleted from the database.

If you do not continue with a course of pilates your membership will be cancelled.

Termination

I reserve the right to terminate your membership, refuse to admit, or remove you from a live class. This would happen in the event that your behavioural conduct has undermined the dignity and respect of myself and/or other class participants, or if you breach the terms of service laid out in this document. In these unlikely circumstances, I will clearly communicate *via email*: what behaviour was unacceptable and the reasonable course of action I intend to take.

Intellectual property and copyright

The content of my website is my intellectual property and is protected by UK and international [copyright law](#) and can't be used outside the provisions of '[fair use](#)', or for commercial purposes without my permission. If in doubt, just contact me, I like to chat and I will accept any reasonable requests.

Outside of your immediate and trusted household, you are not permitted to share your customer account log-in, or content contained within the online class membership including Zoom meeting information, videos, audio, and images. If you think your account details have been compromised, you must get in contact with me as soon as possible.

Health disclaimer for live and recorded classes

The nature of online teaching is such that I cannot accept any responsibility, nor can I be held responsible, for anything you choose to do with your body in the comfort of your own home, By taking part, or purchasing any of the online products from my website:

You accept responsibility for providing all of your own equipment, clothing and footwear and the instructor (Caroline Kinash) will not accept any liability arising out of defective equipment. You acknowledge that the instructor is not present with you and cannot make an adequate assessment of the area where you are exercising and it is your responsibility to ensure the area is clear, safe, and free from any hazards which may cause injury to yourself or to others. You acknowledge that you are responsible for exercising within your own skill and fitness levels. If at any time you feel the moves you are completing are above your current skill level you must cease immediately. If you feel any discomfort, pain, sickness or dizziness you will immediately stop the activity.

Pilates is a method of self-study; personal limits are ascertained by paying close attention to sensation (i.e. how you feel). You are actively encouraged to listen to your body, take into account your general health and wellbeing, and rest (or make things easier for yourself) when appropriate.

I cannot be held responsible for any failure on behalf of internet providers, or third-party services such as: Zoom, Squarespace, and Vimeo.

Changes to these terms and conditions

I may update these terms from time to time as my business evolves and the services I offer grow and change. I will place any updates on this web page. These terms and conditions were last updated on 24th May 2022.

How to contact me

If you have any questions, please do not hesitate to contact me on carolinekinash@gmail.com

Privacy Policy

This privacy policy explains how I (Caroline Kinash) uses the personal data I collect from you when you use my website.

What data do I collect?

I collect the following data:

- Personal identification information (Name, email address, billing information etc.)

This website is hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

- Information about your browser, network, and device
- Web pages you visited prior to coming to this website
- Your IP address

This website also collects personal data to power my site analytics, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

I share this information with Squarespace, my website analytics provider, to learn about site traffic and activity.

How do I collect your data?

You directly provide most of the data I collect. I collect data and process data when you:

- Create an account, place an order for any of my products and services, or make a donation.
- Voluntarily complete a customer survey or provide feedback via email.
- Use or view my website via your browser's cookies.

Customers

When you place an order, create a customer account, or make a donation on this website, I collect personal information from you to fulfil your order. I may collect information like your:

- Billing and shipping address
- Details relating to your purchase (i.e. which class you have chosen to attend)
- Email address
- Name

I share this information with Squarespace, my online store hosting provider, so that they can provide website services to me.

As you go through the checkout, this site may auto-complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience. When I process your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

I may also receive your data indirectly from the following sources:

- Stripe (my payment processor): <https://stripe.com/en-gb/privacy>
- MailChimp (my mailing list): <https://mailchimp.com/legal/privacy/>
- Vimeo (my video hosting platform): <https://vimeo.com/privacy>

How will I use your data?

I collect your data so that I can:

- Process your order and manage your account.
- Email you with special offers on other products and services I think you might like.
- Email you as part of a mailing list you have opted-in to receive.

Marketing

If you have registered, or purchased a service from me, I would like to email you with information and special offers on other products and services I think you might like. If you have agreed to receive marketing, you may always opt-out at a later date.

You have the right at any time to stop me from contacting you. If you no longer wish to be contacted for marketing purposes, please contact me. You can unsubscribe from my mailing list, or update your contact details, by clicking the link at the bottom of my monthly newsletter email.

I share your contact information with Squarespace and MailChimp, my email marketing providers, so they can send these emails on my behalf.

How do I store your data?

I securely store your data using Squarespace, Stripe, MailChimp and Google Drive. If your account is inactive, or you have ceased to use my services, I will keep your name, email address, and purchase history (if applicable) for 6 years for the purpose of maintaining my tax records as a sole trader. Once this time period has expired, I will delete your data.

What are your data protection rights?

I would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data from me. I may charge you a small fee for this service.

The right to rectification – You have the right to request that I correct any information you believe is inaccurate. You also have the right to request me to complete the information you believe is incomplete.

The right to erasure – You have the right to request that I erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that I restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to my processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that I transfer the data that I have collected to another organisation, or directly to you, under certain conditions.

If you make a request, I have one month to respond to you. If you would like to exercise any of these rights, please contact me.

Cookies

This website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit this page to view a detailed list of [the cookies Squarespace uses](#).

How do I use cookies?

[These functional and required cookies](#) are always used, which allow Squarespace, my hosting platform, to securely serve this website to you.

[These analytics and performance cookies](#) are used on this site, as described below, only when you acknowledge the cookie banner. I use analytics cookies to view site traffic, activity, and other data.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of my website features may not function as a result.

Privacy policies of other websites

My website contains links to other websites. My privacy policy applies only to my website, so if you click on a link to another website, you should read their privacy policy.

Changes to my privacy policy

I keep my privacy policy under regular review and will place any updates on this web page. This privacy policy was last updated on 24 May 2022.

How to contact me

If you have any questions about my privacy policy, the data I hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact me at: carolinekinash@gmail.com

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that I have not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office:

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

Helpline number: 0303 123 1113

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