

## THE OFFICE YOGA ACADEMY PRIVACY POLICY

[Last Updated: 28th January 2026]

### 1. Introduction

This Privacy Policy explains how Anouska Shenn t/a The Office Yoga Academy (“we”, “us”, “our”, “the School”) collects, uses, and protects your personal information when you purchase and participate in our corporate yoga teacher training course.

We are committed to protecting your privacy and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 2. Information We Collect

#### 2.1 Information You Provide to Us

When you enrol in the Course, we collect:

- Contact details: Full name, email address, postal address, telephone number.
- Account information: Username, password (encrypted), login credentials.
- Payment information: Billing address, payment method details (processed securely by our payment provider).
- Application information: Details of your yoga teaching qualifications, experience, and any information provided in your application form.
- Assessment submissions: Written exam responses, practical assessment videos (video recordings of you teaching), and any accompanying documentation.
- Communications: Any emails, messages, or correspondence you send to us, including feedback or support requests.

#### 2.2 Information Collected Automatically

When you access the Course, we receive certain data collected by our third-party Platform provider:

- Technical data: IP address, browser type and version, device type, operating system.
- Usage data: Pages viewed, time spent on pages, video completion rates, login times, Course progress.

### 2.3 Information from Third Parties

We may receive information about you from:

- Platform providers: As detailed in Clause 2.2.
- Payment processors: Transaction confirmations and details.

### 3. How We Use Your Information

We process your personal data for the following purposes:

#### 3.1 Contract Performance (Legal Basis: Article 6(1)(b) UK GDPR)

To deliver the Course to you, including:

- Creating and managing your Course account
- Providing access to Course Materials
- Tracking your progress through video modules
- Receiving and grading your assessments (written exam and video submissions)
- Issuing your certificate upon successful completion
- Responding to your questions and providing technical support
- Enforcing our Terms and Conditions

#### 3.2 Legal Obligations (Legal Basis: Article 6(1)(c) UK GDPR)

- Maintaining financial records for tax and accounting purposes (retained for 7 years)
- Responding to legitimate legal requests or court orders

#### 3.3 Legitimate Interests (Legal Basis: Article 6(1)(f) UK GDPR)

- Improving our Course: Analysing Course completion rates, assessment performance, and user feedback to enhance content and delivery
- Preventing fraud and misuse: Detecting unauthorised account sharing, academic dishonesty, or breaches of our Terms and Conditions
- Security: Protecting our systems and intellectual property

- Business administration: Managing our business operations and record-keeping

### 3.4 Consent (Legal Basis: Article 6(1)(a) UK GDPR)

If you opt in at checkout or via our website, we may send you:

- Marketing emails about our other courses, workshops, or services
- Promotional offers or discounts
- Industry news and tips related to corporate yoga teaching

You can withdraw your consent at any time by clicking “unsubscribe” in any marketing email or contacting us directly.

## 4. Who We Share Your Information With

We only share your personal data where necessary:

### 4.1 Service Providers

We work with trusted third parties to deliver the Course:

- Platform providers: To host Course Materials and manage your account access
- Payment processors: To process your payment securely (we do not store full card details)
- Email service providers: To send you Course-related communications and marketing emails (if you opt in)
- Cloud storage providers: To securely store your assessment submissions and Course data

All service providers are contractually required to:

- Process your data only on our instructions
- Implement appropriate security measures
- Comply with UK GDPR requirements

### 4.2 Legal Requirements

We may disclose your information if required by law, court order, or to:

- Protect our legal rights or property
- Prevent fraud or illegal activity
- Protect the safety of any person

### 4.3 Business Transfers

If our business is sold, merged, or acquired, your data may be transferred to the new owner, who will continue to use it in accordance with this Privacy Policy.

We do not sell, rent, or trade your personal data to third parties for marketing purposes.

### 4.4 Certification Verification:

If an employer or insurer requests to verify your certificate, we will only confirm the validity of your qualification (name, date of issue, and certification status) unless you provide us with explicit written consent to share further details.

## 5. International Data Transfers

Our platform and service providers (such as Stripe and our hosting platform) may store or process data outside the United Kingdom. Where this occurs, we rely on established legal frameworks and international transfer agreements provided by these third parties to ensure your data receives equivalent protection to UK GDPR standards.

## 6. How Long We Keep Your Information

We retain your personal data only as long as necessary:

Data Type	Retention Period
Account and enrolment details	Duration of Course access (12 months) + 6 years
Assessment submissions	2 years after certification or Course completion
Payment and financial records	7 years
Marketing consent and communications	Until you unsubscribe or withdraw consent
Support correspondence	3 years after last contact

After these periods, we will securely delete or anonymise your data unless we have a legal obligation to retain it longer.

## 7. Your Rights

Under UK GDPR, you have the following rights:

### 7.1 Right of Access (Article 15)

Request a copy of the personal data we hold about you.

## 7.2 Right to Rectification (Article 16)

Ask us to correct inaccurate or incomplete data.

## 7.3 Right to Erasure (Article 17)

Request deletion of your data in certain circumstances (e.g. if no longer necessary for the purposes collected, or if you withdraw consent for marketing).

Please note: We may need to retain certain data to comply with legal obligations (e.g. financial records) or to defend legal claims.

## 7.4 Right to Restrict Processing (Article 18)

Ask us to limit how we use your data while we investigate a complaint or concern.

## 7.5 Right to Data Portability (Article 20)

Receive your data in a structured, machine-readable format to transfer to another provider.

## 7.6 Right to Object (Article 21)

Object to processing based on legitimate interests, including direct marketing.

## 7.7 Rights Related to Automated Decision-Making (Article 22)

No automated decision-making is used during the enrolment phase of the Course. We use automated processing to grade multiple-choice exams. The final award of certification is subject to human assessment of practical submissions, ensuring no significant decisions are made solely by automated means.

To exercise any of these rights, contact us at [info@theofficeyogaacademy.com](mailto:info@theofficeyogaacademy.com).

We will respond within one month of your request (extendable by two months if the request is complex).

## 8. Cookies and Tracking

Our Course is hosted on a third-party Platform. This Platform uses cookies and similar technologies to:

- Remember your login details and Course progress
- Analyse how you use the Course
- Improve user experience and Platform performance

You can manage cookie preferences in your browser settings. Disabling cookies may affect your ability to

access certain features of the Platform.

## 9. Security

We implement appropriate technical and organisational measures to protect your personal data, including:

- Encryption of data in transit (SSL/TLS)
- Secure password storage (hashed and encrypted)
- Restricted access to personal data (only authorised personnel)
- Regular security audits and updates

However, no method of transmission over the internet is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

You are responsible for keeping your login credentials confidential. Do not share your username or password with anyone.

## 10. Children's Privacy

The Course is intended for adults aged 18 and over. We do not knowingly collect personal data from individuals under 18. If we become aware that we have collected data from a minor, we will delete it promptly.

## 11. Third-Party Links

Our Course Materials or communications may contain links to third-party websites (e.g. resources, research articles). We are not responsible for the privacy practices of these external sites. Please review their privacy policies before providing any personal information.

## 12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or service providers.

When we make significant changes, we will:

- Update the "Last Updated" date at the top of this policy;
- Notify you by email (if we have your current email address).

Your continued use of the Course after changes take effect constitutes acceptance of the updated Privacy Policy.

### 13. Contact Us

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

The Office Yoga Academy  
9 Keeling House, Claredale Street,  
London, E2 6PG

Email: [info@theofficeyogaacademy.com](mailto:info@theofficeyogaacademy.com)

We aim to provide an initial response to all inquiries within 10 working days.

### 14. Complaints

If you are unhappy with how we have handled your personal data, you have the right to lodge a complaint with the UK's supervisory authority:

Information Commissioner's Office (ICO)  
Wycliffe House, Water Lane,  
Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk>

Telephone: 0303 123 1113