PERSONAL DATA PROTECTION POLICY

www.glowpilates.es

This Personal Data Protection Policy establishes the bases on which GlowPilates processes the personal data of users.

The protection of personal data is of vital importance. A treatment based on transparency generates confidence and security in our customers.

This policy will be applicable every time the user browses, contracts services or uses functionalities of the website.

Who is responsible for the processing of your data?

The data controller will be:

• The company that owns the GlowPilates centre with which the user contacts, requests information or contracts services, this company being responsible for the contractual relationship and the provision of the services.

Also:

• ONE WELLNESS VENTURES S.L., with CIF B22831093 and address at C/ Sant Antoni Maria Claret 84, 08025 Barcelona, will act as data processor, accessing the data exclusively for the provision of support services, operational management, system maintenance and assistance to the GlowPilates network.

Contact on data protection

For any query, request or exercise of rights regarding the protection of personal data, the user must contact the GlowPilates center with which they have contracted or have interacted.

The user can find the contact details of the corresponding centre on the official website www.glowpilates.es, by accessing the file of the centre in question.

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What personal data do we process?

Personal data will be processed that allows the user to be identified, both directly and indirectly.

Among others:

• Name and surname• Email• Telephone• Address• ID card• Date of birth• Gender• Bank details (IBAN) necessary for the management of recurring payments by direct debit• Customer status• Sports objectives• Preferences and habits• IP address and browsing data• User-generated content

The bank card details used for the down payment are not stored by GlowPilates, being managed directly by external payment service providers (such as Stripe or Redsys), who operate under their own privacy and security policies.

For what purposes do we process your data?

User Support

• Management of queries, complaints and requests for information.

Contractual relationship

• Customer registration management• Payment management
• Service delivery• Customer service

Access Control

• Management of access to facilities• Use of biometric data (with prior express consent)

Commercial activities and marketing

The data may be used to send commercial communications related to the services, activities and news of GlowPilates.

Such communications may be made by:

• The company that owns the corresponding GlowPilates centre• ONE WELLNESS VENTURES S.L., in relation to the management and promotion of the GlowPilates network

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Through:

• Email• Phone calls• SMS• Notifications• Social media

These communications will only be made when the user has given their consent or there is a legal basis that allows it.

Profiling

• Preference analysis• Personalization of communications

In no case will automated decisions with legal effects be taken without human intervention.

Improvement of services

• Surveys• Statistical analysis• Experience improvement

Personnel selection

• Application management

Legal compliance

• Legal obligations• Defence against claims

Video surveillance

In certain GlowPilates centers there may be video surveillance systems in order to guarantee the safety of people, goods and facilities.

The processing of the images will be the sole responsibility of the company that owns the corresponding GlowPilates centre, which will determine the specific conditions of the processing, including the legal basis, the storage period and the applicable security measures.

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The user will be able to consult the specific information on this processing in the centre itself.

How long do we keep your data?

The data will be retained:

• During the contractual relationship• As long as there is a legal obligation• Until a request for deletion

Examples:

• Clients → for the duration of the relationship• Marketing → until withdrawal of consent• Video surveillance → as determined by the center• CVs → maximum 2 years

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What is the legitimacy for the processing?

The legal bases will be:

• Performance of the contract• Consent• Legitimate interest• Legal obligation

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To whom will your data be communicated?

The data may be communicated to:

• ONE WELLNESS VENTURES S.L., as data processor• Technology providers necessary for the provision of the service• Public administrations

No data will be passed on to third parties for their own commercial purposes.

International transfers

Some technology providers may process data outside the European Economic Area, always guaranteeing an adequate level of protection in accordance with current regulations.

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User Rights

The user may exercise:

• Access• Rectification
• Deletion• Limitation• Portability• Opposition• Withdrawal of consent

By going to the corresponding center as indicated above.

You may also file a complaint with the Spanish Data Protection Agency.

Social Media

Data published on social networks may be publicly accessible.

The privacy policy of each social network will also apply.

Minors

Data from children under 14 years of age will not be collected without the authorization of parents or guardians.

Updates

This policy may be modified to adapt to regulatory or operational changes.

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