Abdul Kalam Pilates · Bengaluru

Privacy Policy

Last updated: 22 October 2026

1. Introduction

Abdul Kalam Pilates operates publicly as Pilates with Abdul. This policy explains how personal information is collected, used, protected, and retained when you visit the website, submit an enquiry, complete intake documents, purchase a package, or attend sessions.

2. Information Collected

Information collected may include:

- Name, email address, phone number, and general availability
- Emergency-contact details
- Consultation responses, reasons for beginning, and movement history
- Health information relevant to suitability and session planning, including injury, surgery, pregnancy or postpartum status, medication, diagnosed conditions, and medical-clearance documents where supplied
- Scheduling, attendance, package, payment, refund, and communication records
- Technical information necessarily processed by website hosting, email, payment, or scheduling services

Only information reasonably required to review whether a request falls within the studio's scope, plan instruction, administer the teaching relationship, respond to emergencies, and maintain necessary records is requested.

3. How Information Is Used

Information may be used to:

- Review consultation requests and consider whether the studio format, scope, availability, and practical arrangements appear suitable for what has been described
- Schedule and manage sessions
- Adapt instruction according to the information disclosed
- Respond appropriately in an emergency
- Administer packages, payments, refunds, and attendance records
- Communicate necessary administrative or safety information
- Maintain records required for studio operations or applicable legal obligations

Information is not used for unsolicited marketing.

4. Sharing & Limited Disclosure

Personal information is not sold or rented. It may be disclosed only where reasonably necessary:

- To service providers supporting website hosting, email, payments, scheduling, document storage, or communications

- To an authorised representative for the limited contingency described in the Terms of Sale, where the instructor is unable to communicate and active packages must be closed or refunded
- Where disclosure is required by law, legal process, or a competent authority
- Where necessary to protect a person's safety in an emergency

Service providers process information under their own terms and privacy practices and should receive only the information necessary to provide the relevant service.

5. Photographs, Quotations & Public Material

Client photographs, quotations, testimonials, or other identifiable client material are published only where separate permission has been obtained for that use.

Aggregated or anonymised studio information may be used in Journal articles or other educational material where individual clients are not reasonably identifiable.

6. Data Protection & Confidentiality

Reasonable administrative and technical measures are used to protect personal information against unauthorised access, loss, misuse, or disclosure. Health and movement information is handled with professional discretion and is accessed only for purposes connected with the studio relationship.

No method of electronic storage or transmission can be guaranteed to be completely secure. Where a data-security incident is identified, reasonable steps will be taken to contain it and to provide any notice required by applicable law.

7. Data Retention & Re-enrollment

Enquiry information is retained while the request is being reviewed and for a reasonable period afterwards to maintain an administrative record.

A teaching relationship is treated as ended when the active package has been completed, closed, or expired and no further package has begun. Within 30 days after that point, the studio securely destroys paper intake documents and deletes the corresponding electronic intake documents, health and movement information, medical-clearance documents, emergency-contact details, personal session notes, and routine contact details (including email addresses and telephone numbers) held for the teaching relationship. These records are not kept merely in case the client returns.

Limited appointment, attendance, invoice, payment, refund, and associated administrative records may be kept separately beyond 30 days only where required by applicable law or necessary for a specific unresolved payment, complaint, or dispute matter. Only the information needed for that purpose is retained, and it is deleted when the applicable requirement or unresolved matter ends. Information subject to a specific legal preservation requirement is handled as required by that law.

Deletion applies to records under the studio's control, including working copies in its paper and electronic systems. Technical backups and information held by outside service providers may follow their respective retention and deletion cycles; the studio does not use such copies for ordinary teaching or promotional purposes.

When a former client returns after their intake and teaching records have been deleted, they must complete a fresh consultation and intake, including current health and emergency-contact information, before sessions resume.

8. Your Requests

You may request access to, correction of, or deletion of your personal information. Where processing depends on consent, you may also withdraw that consent, subject to information that must reasonably be retained for an active package, recordkeeping, dispute resolution, or applicable legal obligations.

Requests are typically acknowledged within 5 working days. Identity may need to be verified before a request is completed.

9. Third-Party Links

The website may link to third-party websites or services. Their handling of personal information is governed by their own privacy policies, not this policy.

10. Questions & Grievances

Questions, correction requests, deletion requests, or privacy concerns may be sent to the email address below. The request should include enough information to identify the relevant records and the action requested.

For questions regarding this policy or your personal information:
abdul@pilateswithabdul.com