



Privacy Policy 2026

Policy Statement

At Lime House Yoga, we are committed to not only providing a unique experience, but a fair and transparent process for booking with us and the subsequent retention of your personal data.

This privacy notice sets out how Lime House Yoga uses and protects any personal information inclusive of the use of our Lime House Yoga website.

This policy has been made in accordance with GDPR guidance.

Lime House Yoga is committed to ensuring that your privacy is protected. Should we ask you to provide certain information, then you can be assured that it will only be used in accordance with this privacy statement.

Given the nature of what we do, with the arrangement of activities and overnight accommodation, the need to ask for personal data often forms part of our own statutory requirements.

This Privacy Policy is inclusive of Data Protection and explains how Lime House Yoga will meet its legal obligations concerning confidentiality and data security standards. The requirements within the policy are primarily based upon the EU General Data Protection Regulation (EU GDPR), which is the key piece of legislation covering data security and confidentiality of personal and sensitive personal data in the European Union.

- Lime House Yoga will fully implement all aspects of the EU GDPR.
- Lime House Yoga will ensure all employees and others handling personal data are aware of their obligations and rights under the EU GDPR.
- Lime House Yoga will implement adequate and appropriate physical and technical measures and organisational measures to ensure the security of all data contained in or handled by its systems.

The focus of this policy is to provide guidance about the protection, sharing and disclosure of your personal data, but it is important to stress that maintaining confidentiality and adhering to data protection legislation applies to anyone handling personal data or personal sensitive data on behalf of Lime House Yoga.

The type of personal information we collect



Privacy Policy 2026

Lime House Yoga collect, store and process personal data about our students, trainee teachers, staff and third-party contractors. We also collect, store and process special category data (see definition below) about our students and trainee teachers to ensure their safe attendance at Lime House Yoga.

Special Category Data is considered to be any information about an individuals:

- race
- ethnic origin
- politics
- religion
- trade union membership
- genetics
- biometrics (where used for ID purposes)
- health
- sex life
- sexual orientation

Lime House Yoga will only collect special category data concerning student and trainee teacher physical and mental health to ensure their safe attendance at our classes, retreats, workshops and teacher training days.

Under 16's

All data collected from people under the age of 16 (unless there are concerns about mental capacity in which case this should be extended) will be treated as special category data.

What We collect

- Full name
- Home address/card-registered address
- Nationality
- Telephone number
- Email address
- Attendance details (dates of stay and payment details)



Privacy Policy 2026

- Credit or debit card details
- Additional group member names/information
- Dietary information/requests
- Health/medical information
- Business details (company making the booking)
- Information collected from telephone recording systems or online class systems
- Information regarding your previous attendance at Lime House Yoga
- Information regarding future preferences and interests
- Other information relevant to customer surveys and/or offers

What is a record?

A record can be in electronic and/or in a physical format. It may include such documentation as:

- Manually stored paper files e.g. membership records, employee records
- Handwritten notes
- Letters to and from Lime House Yoga
- Electronic records
- Printouts
- Photographs
- Videos and tape recordings

We may collect this data in writing, electronically, or via oral format. Personal data will not originate from publicly accessible sources.

When you supply information on other guests/group members, you must only do so when you have their explicit consent to do so.

The personal data we retain is generally information that you or someone acting on your behalf has consented to provide to us during the booking process. However, we may also process personal information that we are able to infer about you based on other information you provide to us or during our interactions with you, or personal information about you that we receive from a third party. This policy also applies to the personal information about you that we receive from a third party, unless specifically covered by such third party's privacy policy.

How we process Data

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information:



Privacy Policy 2026

We require your personal information to process your booking and your payment and to ensure a safe experience. We may request information regarding your previous attendance with us and interests/other information to understand your needs and provide you/others with a better service in the future.

Specifically, we may process and retain data for the reasons as below:

- The provision of accommodation, activities, and related services
- To charge for accommodation, classes, and related services
- To pass to our staff for the safe provision of activities and meals
- To send booking-related communications including payment reminders and a post-stay survey
- When you have opted in to our newsletter, marketing purposes. To send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- To improve our products and services
- To provide a safe and secure environment for staff and students
- To comply with industry regulation
- To comply with local authority directives and National Health Guidelines
- For market research purposes

We have deemed it reasonable to retain all personal data within a booking for a period of 12 months.

The above forms a legal basis for the processing to allow us to fulfil our duties at Lime House Yoga.

Newsletter

As part of the sign-up process to our mailing list, we collect personal information. We use that information for a couple of reasons: to provide you with information you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't sell, rent or trade email lists with other organisations and businesses.

We use our booking software provider, Momence, to deliver our emails and newsletters. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our email campaigns. For more information, please see [Momence's privacy policy](#).



Privacy Policy 2026

You can unsubscribe from our mailing list at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails, or by contacting our data protection officer.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

Who has access to the data we hold about you?

Lime House Yoga may share your data with the following parties:

- NHS Track and Trace Service
- Staff employed by Lime House Yoga
- Teachers who work for us but are not employed by us
- Trainee teachers
- Third party contractors who work for us but are not employed by us (for example self-employed office staff).
- Third parties who store or process data on our behalf (for example companies whose computer software we use).

We will only share data with any of the above to ensure your safe attendance at Lime House Yoga, or to process payments for purchases you have made.

We will never share your data with any third party for the purposes of marketing to you.

How do Lime House Yoga make sure your data is kept safe?

- Lime House Yoga will require any individual who teaches at any of our classes, workshops or retreats to sign a contract which commits them to processing your data fairly and lawfully and in line with this policy.
- Lime House Yoga will require any third party who processes data on our behalf to sign a contract which commits them to processing your data fairly and lawfully and in line with this policy.
- Where Lime House Yoga uses companies based in the European Union, these will already be bound by EU Data Protection laws.
- Where Lime House Yoga use companies based in the United States of America, we will endeavour to ensure these are covered by the Privacy Shield Framework.



Privacy Policy 2026

- Where Lime House Yoga use companies which are not based in the EU and are not covered by the Privacy Shield Framework, we will ensure that the company can provide an adequate level of protection for individuals and their personal data.

How We Use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Controlling Your Personal Information

Your Right To Ask

You have a legal right to ask what information we are holding on your and why. You may request details of personal information which we hold about you at any time. We will respond to your request within 30 days.

If you believe that any information we are holding about you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.



Privacy Policy 2026

Emma Rowse, Data Controller, Mount Hill Farm, Mount, Rose, Truro TR4 9PP

We deem that Emma Rowse has a legitimate interest to retain the information as above for to fulfil her duties as Director at Lime House Yoga.

Your Right To Complain

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at :

Lime House Yoga

Mount Hill Farm, Mount, Rose, Truro TR4 9PP

Contact Details

Emma Rowse

Tel: 07774311227

Email: emma@limehouseyoga.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

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

Policy formed in accordance with guidance from the ICO.

Document dated: 30th June 2026



Privacy Policy 2026

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