

PRIVACY & DATA PROTECTION

Studio Oura (“the Studio”) respects the privacy and confidentiality of all Clients and is committed to protecting personal data in accordance with applicable Indian laws, including the **Information Technology Act, 2000** and the **Digital Personal Data Protection Act, 2023**.

1. Client Information We Collect

The Studio may collect the following information for service delivery and operational purposes:

- Personal details (name, age, gender, contact details)
- Health, fitness, and wellness-related information relevant to Pilates, Yoga, recovery, or allied services
- Class bookings, attendance records, and service history
- Communication records, feedback, and preferences

2. Payment Information

The Studio may collect:

- Payment amounts
- Mode of payment (cash, UPI, card, bank transfer, digital wallets)
- Transaction or reference details

The Studio **does not store** card details, UPI credentials, or banking passwords. All digital payments are processed via **secure third-party payment gateways**.

3. Use of Information

Client information is used strictly for the following purposes:

- Providing Pilates, Yoga, recovery, nutrition, and wellness services
- Scheduling classes, sessions, and appointments
- Maintaining internal, operational, and legally required records
- Billing, accounting, and statutory compliance
- Internal service improvement, safety, and quality assurance

4. Disclosure of Information

Client information shall **not be sold or shared** with third parties except:

- With the Client's explicit consent
- With Studio staff, instructors, or wellness professionals directly involved in service delivery
- When required by law, regulation, or court order
- In case of medical or safety emergencies where disclosure is necessary

5. Data Security

The Studio adopts reasonable and appropriate safeguards, including:

- Restricted access to physical and digital records
- Secure storage systems and password-protected platforms
- Administrative and technical measures to prevent unauthorized access

The Client acknowledges that while the Studio takes reasonable precautions, **no system is completely secure**, and the Studio shall not be held liable for breaches beyond its reasonable control.

6. Your Rights & Choices

Clients have the right to:

- Access their personal data held by the Studio
- Request correction of inaccurate or outdated information
- Withdraw consent for non-essential communications (such as marketing)
- Request deletion of personal data, subject to legal, accounting, or safety record-keeping obligations

All such requests must be made **in writing** to the Studio.

7. Children's Privacy

Services for minors (below 18 years of age) are offered **only with written consent** from a parent or legal guardian. The Studio does not knowingly collect personal data from minors without such consent.

8. Third-Party Platforms & Services

The Studio may use third-party platforms for payments, bookings, communication, or scheduling. The Studio is **not responsible** for the privacy practices or data handling policies of such third-party services.

9. Grievance Redressal

For any privacy, data protection, or information-related concerns, Clients may contact:

Grievance Officer / Data Protection Contact

Name: Studio Oura LLP

Email: hello@studiooura.in

Phone: +91 63813-05995

10. Governing Law & Jurisdiction

This Agreement and Privacy Policy shall be governed by the laws of India. Courts at **Bangalore, Karnataka** shall have exclusive jurisdiction.

11. Termination of services

The Studio reserves the right to suspend or terminate services in cases of policy violations, non-payment, safety concerns, or if continuation is deemed not in the Client's best interest.

Clients may discontinue services at any time by providing written intimation to the Studio.

12. Updates to the policy

Studio Oura has the rights to update the policy from time to time. Changes will be updated in this page with the updated effective date. Continued use of the Studio's services constitutes acceptance of the updated policy.

Effective Date: (1st February, 2026)