



## **Privacy Policy**

Through the client information form, the waiver of liability and informed consent release, and MindBody Online\*, Excel Pilates DC collects private client information. This information is solely used for the benefit of the client's session and class. It is required that information collected on the client information form, the waiver of liability and informed consent release and MindBody Online remain confidential and that Excel Pilates DC's confidential information would not be disclosed to Excel Pilates DC's teachers, studio managers and apprentice teachers were it not for their position of trust and confidence by nature of their position with Excel Pilates DC.

During the term of employment, and at any time thereafter, Excel Pilates DC's teachers, studio managers and apprentice teachers agree not to disclose to any person, governmental agency, firm or corporation any privileged or proprietary information utilized during the performance of their duties for or at any properties of Excel Pilates DC for personal or business use. Such information will be defined as client lists, client names, client telephone numbers, client addresses, personal information, client wait lists, client information forms and waiver of liability and informed consent release. Clients, as stated above, shall include all persons and organizations for whom Excel Pilates DC performs or has performed services in the course of its business or who exists on waiting lists. All privileged or proprietary information, as defined above, is used by Excel Pilates DC's teachers, studio managers and apprentice teachers for the purposes of benefiting client sessions and developing business for Excel Pilates DC (i.e.: scheduling sessions) and not for the benefit of any other business or personal endeavor.

Respecting the privacy of Excel Pilates DC's clients is the responsibility of all Excel Pilates DC's teachers, studio managers and apprentice teachers. To further secure the privacy of Excel Pilates DC's clients, the following steps are taken by each teacher, studio manager and apprentice teacher of Excel Pilates DC:

- Client information is not shared with non-Excel Pilates DC teachers, studio managers or apprentice teachers, with the exception of apprentices from other studios enrolled in the Excel Pilates DC's Teacher Training Program - in which case only information regarding the client's session is discussed.
- The procedure for handling client paperwork is outlined in the Policies & Procedures policy and is as follows:
  - a. Client fills out the client information form and waiver of liability and informed consent release.
  - b. Client information is entered onto MindBody Online business software that maintains contact information, payment records and scheduling. Each client has a personal account through this software.
  - c. Individual paper forms are kept in an individual chart for the purpose of note taking for each individual client. Each chart is pulled and filed for the day of a client's appointment or class and is only accessible to teachers, studio managers and, from time to time, an apprentice teacher.
- Conversations of client medical, physical or general issues with fellow teachers or apprentices enrolled in the Excel Pilates DC's Teacher Training Program, happen discreetly and where no other party can overhear.

\*MindBody Online is a secure website which hosts client personal information and credit card information as authorized by the clients. Access is protected through a secured log-in.