Studio North Pilates

Privacy policy

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Who we are

Studio North Pilates (1023, rue Principale Prévost (QC) J0R 1T0) is responsible for the personal information it collects about its clients. This policy explains what we collect, why, how long we keep it and your rights.

Person in charge of privacy

Our person in charge of the protection of personal information is George Tanase, President / CEO (Président / chef de la direction), Built On Core. Contact: northpilatesstudio@gmail.com.

What we collect

- Identity and contact details: name, email, phone, emergency contact.
- Country, province and postal code (no street address), used only to apply the right sales tax.
- Account and booking history, memberships, payments and receipts (we never store full card numbers).
- Signed waivers and forms, and the notes you choose to share with us.
- Technical data needed for security: IP address, browser, login times.

Why we use it

To create your account, book and run your sessions, bill you and issue receipts, keep you safe, meet our legal obligations (tax, accounting) and answer your questions. We only collect what we need for these purposes and we never sell your information.

Health information (optional, separate consent)

If you agree, we record health information you share with us (injuries, conditions, pregnancy) only so our coaches can adapt your sessions safely. This is sensitive information: we ask for your express consent separately, limit access to the staff who need it, and you can withdraw your consent at any time.

Marketing emails (optional, separate consent)

We send news and promotions only if you opt in (Canada’s Anti-Spam Legislation, CASL). Each message identifies us and includes an unsubscribe option. Booking confirmations, receipts and account messages are not marketing and are always sent.

Service providers and hosting

Our booking platform, Built On Core, processes your information on our behalf under a written data processing agreement, with its sub-processors (hosting: Vercel; database: Turso; email delivery: Resend; payments, when enabled: Stripe). Some of these providers store data outside Québec and Canada (for example in the United States); before such transfers we assess that the information will receive adequate protection.

The map on our website loads only after you tap “Show map”. The map tiles then come from the OpenStreetMap Foundation (United Kingdom), which receives your IP address and the page you are viewing.

How long we keep it

We keep your account information while your account is active and for 36 months after your last visit, then delete or anonymize it. Financial records (receipts, invoices) are kept as long as tax law requires (generally 6 years). Signed waivers are kept for the limitation period that applies.

Security and confidentiality incidents

Your information is encrypted in transit, kept separate from other businesses, and only accessible to authorized staff. If a confidentiality incident presents a risk of serious harm, we will notify you and the Commission d’accès à l’information (and, where applicable, the Office of the Privacy Commissioner of Canada) and record it in our incident register.

Your rights

You can ask to access, correct or receive a copy of your information (in a structured, commonly used format), withdraw a consent, or ask us to delete your account. Use “Privacy & my data” in your account, or write to our privacy officer. We answer within 30 days. If you are not satisfied, you can complain to the Commission d’accès à l’information du Québec or the Office of the Privacy Commissioner of Canada.