

PERSONAL DATA PROTECTION POLICY

www.yogaone.es

This personal data protection policy establishes the basis on which YogaOne treats your personal data. The protection of personal data is of vital importance to us, so we believe that a proper treatment of them based on transparency with our customers, builds trust and peace of mind.

Remember that every time you browse, buy our services or products, or make use of the services and features of the Web and you are asked for personal data or it is necessary for us to access them, this Privacy Policy will apply. Therefore, you should read it and check that you agree with it. Please review it periodically for any changes.

Who is responsible for the processing of your data?

Identity: Streetioga 16, S.L. or the company that manages the franchised center you contact, request information from or actually contract with. You can consult [here](#) the identification data of the different YogaOne franchised companies.

CIF: B-66776924 or the one that appears in the previous link relating to the identification data of the YogaOne franchisee companies.

Address: C/ Sant Antoni Maria Claret 84 local 2 08025 Barcelona or the one that appears in the previous link related to the identification data of the different YogaOne franchised companies.

Telephone: 934504818 or the one stated in the previous link related to the identification data of the different YogaOne franchised companies.

If you have any questions, requests or concerns about our handling of your personal data, please contact our Data Protection Officer at dadespersonals@dir.cat.

What personal data do we process?

When we indicate that we will process your personal data we mean any information or data that allows us to identify you, either directly (e.g. your name and surname) or indirectly (e.g. your telephone number).

The personal data we collect through the Web can be directly through forms, applications, devices or pages on social networks, and data such as: name and surname, email, telephone, address, ID, date of birth, gender, bank details (online registrations), if you are a member or not, objective sought when hiring certain services (slimming, muscle ...), time availability or user name; and also data that we collect indirectly such as: personal preferences and purchasing habits, information about how you use the Web obtained through cookies, unique numeric identifiers such as the IP address of your computer or user-generated content.

For what purposes do we process your personal data?

Data collected or received may be processed for the following purposes:

- **User service:** to respond to queries, requests for information, complaints and suggestions that you may make through the Web, and that may be related to any of our services, products, prices, promotions, new openings, investment opportunities and franchises, among others.
- **Conclusion and management of the contractual relationship:** which includes managing the registration as a client, downloading an invitation, or registration for courses, events and workshops; contacting you to finalize the on-line registration when you have initiated the process in order to assist you with the information you may need; sending the corresponding documentation; processing and following up the registration; answering your queries and

managing any dispute in relation to the referred transactions; manage the payment of the on-line registration; allow your participation in contests, publish comments and content in blogs and social networks as well as show the schedules of the classes taught in the selected centers or in the center closest to your location (app).

- **Access control:** your personal or biometric data may be processed, if you expressly consent in the latter case, in order to allow you access to the facilities, as well as, where appropriate, to keep track of the sessions provided.
- **Commercial, promotional and marketing activities:** we may contact you for commercial follow-up and to promote our services, products and investment opportunities, as well as those of our franchised centers and third parties with whom we have signed a collaboration agreement. Contact for these purposes may be made through any existing communication channel: mainly by email, phone calls, messaging services (including SMS and push notifications in app), social networks and postal mail. These commercial actions include contacting you by telephone during the online registration process as well as showing you advertisements and content online and on social networks.
- **Commercial profiling:** we may collect and analyze your personal data to evaluate certain personal aspects, in particular to analyze or predict aspects related to your personal preferences, interests, financial situation, behavior, location or relationships with other users and on the basis of this analysis we will send or show you advertising communications or tailored content. This treatment is also known as profiling, and consists in short in categorizing a person according to his or her own characteristics based on the automated processing of his or her personal data. It is commonly used in marketing actions and is practical to identify the consumer profile or define the target (target customer) of an advertising campaign.

We remind you that you have the right to object to your data being used for profiling, as described below in the section on your rights.

Under no circumstances will we use this profile to make decisions that are based solely on automated processing of your data and that entail legal effects on you or that significantly affect you in a similar way (e.g., refusing to hire you in a network where there is no human intervention).

- **Analysis and improvement of services and products:** in order to better understand the needs and expectations of users and in order to improve our customer service, our services and products, we may send you satisfaction and quality surveys, as well as perform statistics (these will allow us to know, for example, the reaction of users to our advertising campaigns).

Also, in order to allow the proper functioning of the Web / applications and improve the user experience (e.g. to allow a proper display of its content; remember the login or language preference), technical and functional cookies are used. These cookies collect data related to the use that is made of the Web / applications, on the website from which you come, registration details, pages, videos or ads you have visited, products viewed, duration of visit, location and technical information (IP address, browser information, identifier of the device with which you navigate ...).

- **Analysis of candidates for a job:** in the event that you send us your CV through the section provided for this purpose, we inform you that the personal data provided will be processed in order to analyze your application and profile to assess your participation in current or future selection processes for recruitment by YogaOne or franchised centers.
- **Compliance with legal obligations:** there may be regulations that require the retention of personal data for compliance with certain legal obligations or for the attention of responsibilities. Thus, for example, the General Data Protection Regulation enables to keep blocked the personal data of those who have exercised their right of deletion during the period in which liabilities may arise and this in order to formulate, exercise or defend claims. Your data may also be kept in order

to prevent us from sending you commercial communications if you have requested not to receive them.

- **Video surveillance:** we may carry out the processing of images through camera systems or video cameras in order to preserve the safety of persons and property, as well as facilities.

How long do we keep your data?

The personal data provided will be retained for the time necessary for the purpose for which we process your data, to fulfill your requests or needs, as well as to fulfill our legal and regulatory obligations and the defense of our interests (e.g. for our defense in court) or for statistical or historical purposes.

The criteria for determining the retention period of your personal data is as follows:

- Personal data obtained when contracting our services on-line: for the duration of our contractual relationship;
- Personal data obtained when contacting us for a consultation: for the time necessary to answer your query;
- Personal data obtained when creating an on-line account (on-line management): for the duration of our contractual relationship if you are a customer or in the case of non-subscribers, until you ask us to delete it or after a period of inactivity (no active interaction with us) we can automatically delete it;
- Personal data obtained when you give your consent to receive commercial communications: until you unsubscribe, request us to delete it or after a period of inactivity (without active interaction with us);
- Biometric personal data obtained when you submit your consent for access control: until you unsubscribe or require us to delete it.
- Candidates' personal data: for the duration of the selection process and for a maximum period of two years. After this period, if you wish to continue participating in selection processes, you will have to submit your CV again.
- Cookies que se instalan en su ordenador: las guardamos durante el tiempo necesario para lograr sus propósitos (por ejemplo, durante una sesión para cookies de carrito de compras o cookies de identificación de sesión).
- Cookies that are installed on your computer: we store them for the time necessary to achieve their purposes (for example, during a session for shopping cart cookies or session ID cookies).
- Personal data obtained through video surveillance systems: we keep them for a period of 30 calendar days.

¿What is the legitimacy for the processing of your data?

The legal basis for the processing of your personal data may be:

- Your consent (e.g., access control, sending commercial communications or quality surveys);
- Our legitimate interest, which may be:
 - o Conducting statistics: to help us better understand your needs and expectations and therefore improve our services, websites/applications/devices, products and brands.
 - o Enabling the operation of our website / applications through technical and functional cookies: to keep our tools (websites / applications / devices) safe and secure and ensure that they work properly and continuously improve.
 - o Profiling.
 - o Providing you with our customer service.

o Communication to group companies and affiliated entities.

- The performance of a contract: to perform the services you request from us;
- Fulfillment of legal obligations involving the processing of personal data (e.g. invoicing).

To which recipients will your data be communicated? Is there an international transfer of your data?

- To companies in the DiR business group, for administrative, client management, commercial management and candidate selection purposes, given that there is a global corporate tool for managing the user database, accessible by those companies that manage DiR Clubs. You can consult them here.
- If you have contacted us as a person interested in opening a franchised center, your data will be communicated to the franchising companies: Bcnfran16, SL (B-66718305), Streetioga 16, SL (B-66776824) and Jambox Studio, SL (B-66740150) in order to attend to your request.
- To the competent authorities for the fulfillment of legal obligations (e.g., courts and tribunals, public administrations with competence in the matter).
- To third party service providers. This communication is necessary only insofar as they allow YogaOne to fulfill the purposes of treatment, and can not use them for any other purpose (e.g., system service providers - ICT).

Your data will not be communicated to third parties with whom the Responsible Parties have signed some kind of collaboration agreement to send you commercial information, but, in any case, the information of the third party will be incorporated in the communications that are being sent to you by them.

Your personal data may be processed or stored in countries outside the European Economic Area (EEA), depending on where our service providers are located. Data is only transferred outside the EEA if it offers comparable guarantees. Service providers located outside the EEA such as Facebook, Inc or Google, LLC may have access to your personal data. These service providers are covered by the "Privacy Shield" and are therefore obliged to protect your personal data in accordance with a number of well-defined protection standards and safeguards set by the European Union.

What are your rights regarding the processing of your data?

The regulations on data protection recognize you some rights in order for you to have control over your data, which you can exercise at any time by sending an e-mail to dadespersonals@dir.cat or by writing to the address of the Responsible Parties and to the attention of the Legal Department. In order to process your request, we may ask you to prove your identity.

You are entitled to the following rights:

Your rights	What does it mean?
Right to Information	You have the right to obtain clear, transparent and easy-to-understand information about how we use your personal data and about your rights. We provide you with such information in this Policy.
Right of access	You have the right to know whether or not your personal data is being processed and, if so, the purposes for which it is being processed, the category of data, recipients, storage period, and your rights, among others. A fee may be charged for administrative costs.

Right of rectification	You have the right to have your personal data corrected when it is inaccurate or no longer valid or to have it completed when it is incomplete.
Right to erasure (right to be forgotten)	In certain cases, you have the right to have your personal data erased or deleted. It should be noted that this is not an absolute right, as we may have legal or legitimate reasons for retaining it.
Right to limitation of processing	<p>You have the right to request the restriction of the processing of your data (we may store it, but we may no longer use or process it) in certain circumstances provided for by the General Data Protection Regulation:</p> <ul style="list-style-type: none">• that the data subject contests the accuracy of the personal data, during the period of time that allows the controller to verify the accuracy of the personal data;• the processing is unlawful and the data subject objects to the erasure of the personal data and requests instead the restriction of their use;• the controller no longer needs the personal data for the purposes of the processing, but the data subject needs them for the formulation, exercise or defense of claims;• the data subject has objected to the processing pursuant to Article 21(1) while it is being verified whether the legitimate grounds of the controller override those of the data subject.
Right to data portability	You have the right to move, copy or transfer data from our database to another database. It is only possible to exercise this right with respect to data you have provided, where the processing is based on the performance of a contract or on your consent and the processing is carried out by automated means.
Right to object to processing	You have the right to object to our processing of your data when it is based on the satisfaction of legitimate interests, including profiling and direct marketing.
Right to withdraw consent	You have the right to withdraw any consent you have previously given for processing based on this consent. The withdrawal of consent will not affect the lawfulness of the processing based on the consent prior to its withdrawal.
The right to lodge a complaint with a supervisory authority	You have the right to complain to the Spanish Data Protection Agency if you consider that your rights in relation to the protection of personal data have been violated (www.agpd.es).

How is your data handled on social media profiles?

YogaOne and its franchised centers have a presence in social networks and may treat personal data of people who become followers of them in social networks or perform any action of connection through them.

You should be aware that any information you post through profiles on social networks managed by YogaOne or its franchised centers will become public information and will be available to visitors to them and the general public. This means that any user located in any country in the world and universally, can access your information. In this sense, you should take special care and diligence when disclosing personal information on these sites. Also, please note that the privacy policy of the corresponding social network will apply.

Your personal data provided in the social networks managed by the Responsible Parties will be processed by the latter for the following purposes: (i) to allow access and navigation to the content and services

offered through such social networks (ii) to allow and manage participation in contests, promotions, sweepstakes or any other initiatives and manage the promotion of winners, as well as the delivery of possible prizes (iii) to allow the sending of information or commercial communications regarding our services and activities (iv) to contact you in case of any manifestation, complaint or claim of our services and manage complaints received from third parties for abuse (v) to moderate the uses, if any, made by you in the social networks. (iv) to contact you in case of any manifestation, complaint or claim of our services and to manage the complaints received from third parties for abuse (v) to moderate the uses, if any, in social networks.

Processing of data of MINORS

The data collection forms are not intended for children under 14 years of age. The holders of parental authority or guardianship of the minor must authorize the processing of the child's data.

IF YOU ARE UNDER 14 YEARS OF AGE, YOU MAY NOT PROVIDE YOUR PERSONAL INFORMATION. PLEASE ASK YOUR PARENT TO HELP YOU READ THIS INFORMATION AND TO CLARIFY ANYTHING YOU DO NOT UNDERSTAND.

The Controllers will make reasonable efforts to verify that consent has been given by the holder of parental or guardianship over the child, taking into account available technology. For this purpose, we may request a contact address of those to whom we may write.

The Responsible Parties may at any time contact you to verify that you are actually of the age you have informed in the corresponding registration form. You may be asked to provide us with a copy of your ID card within a certain period of time. Failure to comply with the deadline or failure to provide any required evidence will allow us to block your account until you prove that you are over 16 years of age.

Updates to this policy

This privacy policy may change from time to time. The "Effective Date" legend at the bottom of this policy indicates when it was last revised. Changes will be effective upon posting of the Privacy Policy.

Effective date: February 15, 2024.