

Assessment and quality assurance procedure:

Align & Revive Reformer Pilates Studio

Policy Owner: Julie Simpson

Date Approved: 20/10/25

Next Review Date: 20/10/26

ALIGN&REVIVE Pilates Studio

1. Purpose

This policy ensures that all assessments and training provided at ALIGN&REVIVE are fair, consistent, valid, and meet the highest standards of quality. It aims to support continuous improvement in teaching, learning, and client experience.

2. Scope

This policy applies to all instructors, staff, and learners involved in delivering or assessing Pilates training, sessions, or workshops at ALIGN&REVIVE.

3. Assessment Principles

- Fairness: All assessments are conducted in an unbiased and supportive manner.
- Consistency: Assessment criteria and standards are applied equally across all learners.
- Validity: Assessments measure what they are intended to measure — performance, technique, and understanding.
- Transparency: Learners are informed of assessment methods and criteria before participation.

4. Quality Assurance

- Regular observation and feedback of teaching and assessment practices.
- Internal reviews to ensure assessment procedures meet industry and awarding body standards.
- Ongoing staff training and professional development.
- Collection and analysis of learner and client feedback to drive improvement.
- Annual review of this policy and related procedures.

5. Roles and Responsibilities

- Studio Owner/Manager: Oversees quality assurance and ensures compliance with this policy.
- Instructors/Assessors: Carry out assessments fairly and accurately, provide constructive feedback, and maintain accurate records.
- Learners/Clients: Participate fully, provide honest feedback, and adhere to studio guidelines.

6. Continuous Improvement

ALIGN&REVIVE is committed to continuously enhancing the quality of its services. Feedback from learners, clients, and staff is regularly reviewed to improve assessment standards, teaching methods, and studio operations.

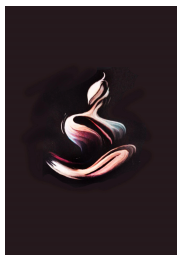
7. Review

This policy will be reviewed annually or sooner if significant changes occur in practice or regulation.

Approved By:

[Signature Line – Julie Simpson, Studio Owner]

Date:



Complaints and grievance procedure

Align & Revive Reformer Pilates Studio

Policy Owner: Julie Simpson

Date Approved: 18/10/25

Next Review Date: 18/10/26

ALIGN&REVIVE LTD complaints procedure

Introduction

This document sets out **ALIGN & REVIVE LTD** complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from **ALIGN&REVIVE LTD**

ALIGN&REVIVE LTD values our learners who undertake one of our programmes of study. (Outline your organisational aims here in terms of your customer service commitments and/or published values if applicable)

Therefore, it is important should you feel that you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by **ALIGN&REVIVE LTD**

It is not to be used to cover enquiries about services offered by **ALIGN&REVIVE LTD** or appeals in relation to assessment decisions made by **ALIGN&REVIVE LTD**. These areas are covered by separate policies. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our published Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered or conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements as stated in

our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

ALIGN&REVIVE LTD responsibility

We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and their individual responsibilities in relation to this.

How should I complain?

Stage 1

All **ALIGN&REVIVE LTD** staff are trained to support our customers and are all keen to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with, or is the cause of your issue/complaint.

Stage 2

If the **ALIGN&REVIVE LTD** staff member cannot help, or if you wish to speak to someone else regarding the problem, please complete our complaints form and pass it on to (Centre Note - Indicate here the named staff member, their role and contact details of who this will apply to within your company. Normally this would be the centres internal verifier (IV)), who will..... identify the internal process for complaints at this stage here, please include specific time frames for responses that will apply to your organisation.

For Example:

.....who will email you acknowledging receipt of your complaint within 2 working days and will respond within a solution/outcome within 20 working days. Where it is not possible to offer a solution within 20 working days you will be notified of the rationale and the expected timescale for the response to be provided.

Stage 3

If stage 2 is not possible, or if you are not satisfied with the outcome provided by this member of staff, please send written confirmation of your complaint detailing all aspects (including any evidence and communications already received) to... (Centre Note- Indicate here the named staff member, their role and contact details of who this will apply to within your company. Normally this would be the Head of Centre/ Training Manager or business owner) which must be received within 20 working days of the outcome given at stage 2 of the complaints procedure. (Centre Note- Indicate here the specific time frames for responses that will apply to your organisation).

If at the outcome of Stage 3 and only where you have fully exhausted the process and you are unhappy with the outcome, you can contact Active IQ directly if you feel there was a significant breach by **A. T. Provider**

Confidentiality and whistle blowing

Sometimes a complainant may wish to remain anonymous, however, it is always preferable to reveal your identity and contact details to support a comprehensive review/investigation. If you are concerned about possible adverse consequences, please inform us that you do not wish to divulge your identity.

What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration as to how we can improve our service and arrangements. For example, reviewing our procedures and actions to evaluate the need/impact of any required changes to our existing arrangements and assessment processes (if relevant), or the need for additional for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, [ALIGN&REVIVE LTD](#) will give due consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that the failure does not recur in the future
- compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question

Thank you for your contribution and commitment to making our policy work.

Centre Note - Here you should also design and provide a complaints form that learners should submit in relation to lodging a complaint. This form should include areas for the complainant to document the following:

- Their name
- Their contact details
- Details of the complaint
- Actions taken to resolve complaint so far (if applicable)
- The outcome sought to resolve the problem
- Any attached evidence
- Signature and date

Approved By:

[Signature Line – Julie Simpson, Studio Owner]

Date: 28/10/25

ALIGN&REVIVE LTD Equal Opportunities and Diversity Policy

Policy

Error! No bookmark name given.We promote a working environment in which diversity is recognised, valued and encouraged. We acknowledge the multi-cultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. These principles are embedded into ALIGN&REVIVE LTD selection, recruitment, programme delivery, assessment and quality management/assurance. We recognise that discrimination in the workplace/provision of training in any form is unacceptable and in most cases unlawful. We view any breach seriously. We **will** investigate and potentially take appropriate action where necessary when ALIGN&REVIVE LTD procedures are not followed by staff members or our learners.

Definitions and Protected Characteristics

No learner, or anyone our organisation deals with, receives less favourable treatment because of their protected characteristics. The protected characteristics are:-

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or Belief
- Sex
- Sexual Orientation

ALIGN&REVIVE LTD Stance

In adhering with this stance ALIGN&REVIVE LTD ensures equality of treatment for all by aiming to:

- raise awareness of equality and diversity
- ensure that you are never discriminated against or receive less favourable treatment because of a protective characteristic
- acknowledge any issues that could be defined as discrimination, victimisation or harassment with an appropriately sensitive and prompt investigation
- comply with Active IQ in making suitable reasonable adjustments (<https://www.activeiq.co.uk/for-centres/policies-and-procedures>) which can apply to all of the listed protected characteristics.

Your Responsibilities

Each and every one of us is a stakeholder in the success of this policy. We expect you to make a positive contribution towards maintaining an environment of equal opportunity throughout the organisation. Please make sure you observe this policy at all times. In particular, you have individual responsibility to adopt the following:

- Do not take unlawful discriminatory actions or decisions contrary to the spirit of this policy
- Do not discriminate against, harass, abuse or intimidate anyone on account of their protected characteristics
- Do not place pressure on any other learners to act in a discriminatory manner

- Resist pressure to discriminate placed on you by others and report such approaches to an appropriate member of staff
- Co-operate when we investigate, including providing evidence of conduct which may amount to discrimination
- Co-operate with any measures introduced to develop or monitor equal opportunity

Discrimination is not just treating one person less favourably than another. It can take place because:-

- someone associates with a person with a protected characteristic;
- someone is believed to possess a protected characteristic (even though they do not);

We expect you to treat, and be treated by, other learners and the people our organisation deals with considerately and with respect.

Where You Encounter Discrimination

- If you feel subject to discrimination of any kind as identified within this policy, make clear to the individual concerned that you find it unacceptable. Person-to-person discussion at an early stage may be enough to resolve your concern without involving anyone else. Alternatively, seek the help of a trusted colleague (e.g. a fellow learner or a trusted member of staff) and ask them to approach whoever has caused you offence.
- If discrimination continues, or you consider an instance to be particularly serious, you should consider who to highlight the issue with. For the majority of cases this will likely to be the tutor or assessor. However we appreciate that this staff member may be implicated in your concern and therefore when this happens they should approach the tutor/assessors line manager or the designated internal verifier.
- The staff member approached will carry out a suitable documented investigation or where more appropriate will refer the issue to an appropriate individual responsible for this area
- The result of the investigation into alleged discrimination will be communicated to you with information including the action taken and outcome highlighted if applicable or appropriate.
- If you feel dissatisfied about the outcome of the investigation and you want to appeal then you will need to apply within five working days of receiving the outcome, who will **carry out/appoint a senior staff member** to review these concerns.

Thank you for your contribution and commitment to making our policy work.

Equality, Diversity & Inclusion (EDI) Policy



Align & Revive Reformer Pilates Studio

Policy Owner: Julie Simpson

Date Approved: 01/10/2025

Next Review Date: 01/10/2026

1. Purpose

The purpose of this policy is to ensure that **Align & Revive** promotes a culture of equality, respect, and inclusion across all aspects of its operations.

We believe that everyone — regardless of background, identity, or circumstance — deserves equal access to high-quality Pilates training, employment, and community experiences.

This policy supports our core values of **alignment, rejuvenation, integrity, and community**, ensuring that every individual feels valued, supported, and empowered within our studio.

2. Scope

This policy applies to:

- All employees, instructors, and contractors of Align & Revive
- All clients, members, and trainees participating in classes or events
- All visitors, partners, and suppliers engaged in studio activities

It covers recruitment, employment, training, service delivery, communication, and all daily studio interactions.

3. Policy Statement

Align & Revive is committed to providing an environment where everyone is treated with dignity and respect.

We value the diversity of our clients, instructors, and staff, and we actively promote inclusion by ensuring that all individuals have equal opportunities to participate, grow, and contribute.

Discrimination, harassment, victimisation, or exclusion of any kind will not be tolerated.

Our aim is to create a supportive environment where everyone — regardless of age, disability, gender identity, marital status, pregnancy or maternity, race, religion or belief, sex, or sexual orientation — can thrive both personally and professionally.

This policy is guided by the **Equality Act 2010** and aligns with best practices set out by **ACAS** and the **CIPD**.

4. Objectives

Our EDI objectives are to:

1. **Promote equality** by ensuring fair treatment and equal access to opportunities for all staff, instructors, and clients.
2. **Value diversity** by recognising, respecting, and celebrating individual differences.
3. **Foster inclusion** by creating a safe and welcoming space where everyone feels they belong.
4. **Ensure accessibility** of facilities, communication, and services wherever possible.
5. **Raise awareness** and understanding of EDI principles among staff and instructors through regular communication and training.
6. **Challenge discrimination** through proactive measures, open dialogue, and fair investigation processes.

5. Responsibilities

Management

- Lead by example and uphold this policy across all areas of operation.
- Ensure EDI principles are embedded in recruitment, training, and service delivery.
- Provide support and training to staff and instructors on inclusive practices.
- Investigate and address any complaints or breaches of this policy promptly and fairly.

Instructors and Staff

- Treat all clients and colleagues with fairness, empathy, and respect.
- Foster inclusive class environments where all participants feel seen and supported.
- Attend training and stay informed on EDI principles.
- Report any concerns or incidents of discrimination to management immediately.

Clients and Trainees

- Respect others' differences and contribute to a positive studio culture.
- Report any inappropriate behaviour or discrimination they experience or witness.

6. Implementation

Align & Revive integrates EDI principles through:

- **Recruitment:** Fair hiring and onboarding practices, using inclusive language and equal opportunities criteria.
 - **Training:** Ongoing EDI and safeguarding training for all staff and instructors.
 - **Service Provision:** Adjustments made where possible to meet diverse client needs, including accessibility and communication preferences.
 - **Studio Culture:** Regular discussions, workshops, and visible reinforcement of our inclusive values.
-

7. Monitoring and Review

- EDI practices will be reviewed annually alongside client and staff feedback.
 - Any incidents or complaints will be recorded, monitored, and addressed in line with data protection and confidentiality standards.
 - Feedback from clients and staff will be used to inform continuous improvement.
-

8. Addressing Discrimination

- Any reports of discrimination, harassment, or bullying will be taken seriously.
 - Complaints can be raised confidentially to management in person or in writing.
 - Investigations will be conducted promptly, impartially, and with full respect for all parties involved.
 - Where breaches are confirmed, appropriate action — including retraining, mediation, or disciplinary measures — will be taken.
-

9. Continuous Improvement

Align & Revive is committed to continuous reflection and improvement in our EDI practices.

We will:

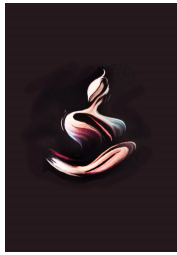
- Keep this policy under regular review.
- Stay informed on best practices and legal updates.
- Encourage open dialogue around equality, diversity, and inclusion.

By embracing diversity and promoting equality, we strengthen our studio community and ensure that Align & Revive remains a space where everyone can move, grow, and thrive together.

Approved By:

[Signature Line – Julie Simpson, Studio Owner]

Date: 01/10/2025



Health & Safety Policy

Align & Revive Reformer Pilates Studio

Policy Owner: Julie Simpson

Date Approved: 28/10/25

Next Review Date: 28/10/26

Policy

****Company Name:**** Align & Revive

****Address:**** 69 Castle Gate, Unit 1, Newark, NG24 1BE

****Business Type:**** Reformer Pilates Studio

****Team Size:**** Under 10 Employees

1. Statement of Intent

Align & Revive is committed to ensuring, so far as is reasonably practicable, the health, safety, and welfare of all employees, clients, and visitors who may be affected by our activities. We aim to provide a safe and healthy environment for Pilates instruction, exercise, and rehabilitation activities. We will comply with all relevant health and safety legislation and continually strive to improve our standards.

2. Responsibilities

The overall responsibility for health and safety lies with the Studio Owner/Manager. All instructors and employees are required to take reasonable care of their own health and safety, and that of others who may be affected by their actions. Employees must cooperate with the management to ensure compliance with all health and safety requirements.

3. Arrangements

To achieve our health and safety objectives, Align & Revive will:

- Conduct regular risk assessments of the studio and equipment.
- Ensure all Pilates reformers and apparatus are maintained in safe working condition.
- Provide appropriate training and supervision to all staff.
- Maintain clear emergency evacuation procedures and fire safety measures.
- Ensure first aid facilities are available and staff know emergency contact procedures.
- Promote good hygiene and cleanliness throughout the studio.

4. Employee Duties

All staff members are expected to:

- Take reasonable care of their own health and safety and that of clients.
- Follow all studio safety procedures and training.
- Report any accidents, near misses, or unsafe conditions immediately.
- Use equipment responsibly and only as trained.

5. Policy Review

This Health & Safety Policy will be reviewed annually or following any significant changes to our operations or facilities.

Signed: __julie simpson_____

Date: __28/10/25_____

Name: [Owner / Manager]

Approved By:

[Signature Line – Julie Simpson, Studio Owner]

Date:

Quality Assurance Policy for Align & Revive Reformer Pilates Studio



1. Company Name

Align & Revive Reformer Pilates Studio

2. Purpose

The purpose of this Quality Assurance Policy is to ensure that Align & Revive delivers the highest standards of instruction, client care, and operational excellence across all studio services.

We are committed to providing a consistent, safe, and empowering Pilates experience that aligns with our values of **alignment, rejuvenation, integrity, and community**.

This policy supports our ongoing mission to help every client move better, feel stronger, and live with balance — physically and mentally.

3. Scope

This policy applies to all areas of Align & Revive's operations, including:

- Reformer Pilates classes and private sessions
- Client onboarding and communication
- Instructor training and performance
- Studio safety, hygiene, and maintenance
- Client feedback and complaints handling
- Administrative processes and record-keeping

4. Quality Objectives

Align & Revive's key quality objectives are to:

1. **Deliver exceptional client experiences** through expert instruction, professional conduct, and personalised care.
 2. **Maintain a safe, clean, and welcoming environment** that meets all health and safety standards.
 3. **Ensure instructor competence and consistency** through ongoing training, feedback, and professional development.
 4. **Encourage continuous improvement** by actively seeking and implementing client and staff feedback.
 5. **Uphold compliance** with all relevant industry regulations, safeguarding, and data protection standards.
-

5. Responsibilities

Management

- Establish, implement, and review quality assurance systems.
- Ensure all staff understand and comply with this policy.
- Oversee client satisfaction, complaint resolution, and health and safety compliance.
- Provide access to regular training and development opportunities for all instructors and staff.

Instructors

- Deliver classes in accordance with Align & Revive's teaching standards, values, and safety protocols.

- Maintain up-to-date qualifications and participate in scheduled training.
- Record and report any incidents, concerns, or client feedback promptly.
- Support a positive, inclusive studio culture.

Support Staff

- Maintain cleanliness, organisation, and professionalism throughout the studio.
 - Ensure clients are greeted warmly and supported with accurate information.
 - Report maintenance issues or client feedback to management in a timely manner.
-

6. Processes

Client Feedback

- Collect feedback via surveys, direct communication, and social media monitoring.
- Review and analyse feedback monthly to identify trends and areas for improvement.

Instructor Training

- Conduct quarterly performance reviews and peer assessments.
- Provide regular continuing professional development (CPD) sessions focused on teaching quality, client engagement, and safety.

Course & Class Development

- Review class structure and programming every six months to ensure variety, progression, and alignment with client needs.
- Pilot new class formats before permanent implementation.

Facility Management

- Conduct daily safety and hygiene checks.
 - Maintain studio equipment according to manufacturer guidelines.
 - Ensure all facilities meet health, safety, and accessibility requirements.
-

7. Monitoring and Review

- Client satisfaction, retention rates, and feedback will be tracked monthly.
 - Instructor performance and compliance audits will be conducted quarterly.
 - Annual policy review meetings will be held to assess overall quality assurance outcomes and update processes as required.
-

8. Continuous Improvement

Align & Revive is committed to a culture of learning and development.

We will:

- Encourage open communication between clients, staff, and management.
 - Use data, feedback, and performance reviews to inform positive change.
 - Regularly review best practices within the Pilates and fitness industry to ensure our approach remains progressive and effective.
-

9. Compliance and Reporting

Align & Revive complies with:

- UK Health and Safety at Work Act (1974)

- Data Protection Act (2018) and UK GDPR
- Industry standards for fitness instruction and safeguarding
- Local authority and insurance requirements

Quality assurance activities, feedback summaries, and any corrective actions will be documented and reported quarterly to the management team.

Policy Review Date: Annually or as required following operational or regulatory changes.

Next Review Due: [Insert Date]

Approved By: [Name, Position]

Date: [Insert Date]

Reformer Pilates Resubmission Policy

This policy outlines the process for learners who need to resubmit work or retake an assessment component after an initial unsuccessful attempt. It ensures fair opportunity, transparency, and consistency for all learners.

Eligibility for Resubmission

Learners are eligible to resubmit a failed component if:

- They have attempted all required elements of the assessment.
- The assessor has provided detailed feedback outlining the areas that did not meet the required standard.
- The learner's original submission was made within the agreed deadline.

Number of Resubmissions

Learners are permitted one resubmission per component unless exceptional circumstances are approved by the lead assessor or training manager.

If the learner is unsuccessful after their first resubmission, they may be required to:

- Repeat the unit, or
- Re-enrol in the next available assessment opportunity.

Timeframe for Resubmission

Resubmissions must be completed within 14 days of receiving feedback from the assessor unless otherwise agreed.

For practical assessments (e.g. Reformer teaching demonstrations), resits will be scheduled:

- Within four weeks of the feedback date, where possible,
- At an agreed time that allows the learner sufficient opportunity to prepare.

Guidance and Support

Before resubmission, learners will:

- Receive written and/or verbal feedback highlighting specific areas to improve.
- Have access to additional support sessions or practice opportunities if required.
- Be encouraged to discuss feedback with their assessor to ensure full understanding.

Assessment Standards

All resubmissions will be marked against the same criteria and standards as the initial assessment.

Assessors must not provide specific answers or rewrite any part of the learner's work but can give guidance on how to meet the required standard.

Safeguarding Policy 2025

Purpose

This policy outlines how our organisation ensures the safety and wellbeing of all learners, clients, and staff during Reformer Pilates training and activities. It is designed to protect everyone from harm, promote a safe and supportive learning environment, and meet our legal and moral safeguarding responsibilities.

Scope

This policy applies to:

- All learners, instructors, assessors, and staff involved in Reformer Pilates training.
- Both in-person and online sessions, assessments, and communications.
- All adults (over 18) and young people (under 18) who participate in or attend classes.

Safeguarding Commitment

We are committed to:

- Creating a culture where safety and respect are prioritised.
- Ensuring all staff understand their safeguarding responsibilities.
- Taking immediate action when a safeguarding concern or disclosure arises.
- Working with relevant authorities and organisations when needed.

Definitions

- Safeguarding: Protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, or neglect.
- Abuse may include physical, emotional, sexual, or financial harm, as well as neglect or discriminatory behaviour.
- Vulnerable Adult: A person aged 18 or over who may be unable to protect themselves from harm or exploitation due to mental or physical disability, illness, or age.

Roles and Responsibilities

- All staff and instructors must complete safeguarding awareness training and understand how to recognise and report concerns.

- The Designated Safeguarding Lead (DSL) is responsible for handling all safeguarding matters, maintaining records, and ensuring procedures are followed.
- Learners are encouraged to report any behaviour or situation that makes them uncomfortable or concerned.

Designated Safeguarding Lead (DSL):

Name: [Insert name]

Email: [Insert contact email]

Phone: [Insert contact number]

Recognising Abuse

Indicators of abuse can include:

- Unexplained injuries or changes in behaviour
- Withdrawal, anxiety, or unusual fearfulness
- Inappropriate relationships or dependency
- Disclosures made by learners or clients

All suspicions or disclosures should be taken seriously and reported immediately to the DSL.

Reporting a Concern

If a learner, instructor, or staff member has a safeguarding concern:

1. Report it immediately to the DSL (or deputy DSL if unavailable).
2. Record the details factually and clearly using the Safeguarding Concern Form.
3. The DSL will assess the situation and, if necessary, refer the concern to the relevant local authority or safeguarding board within 24 hours.

All records are kept confidential and securely stored in accordance with data protection laws.

Safe Environment

We will maintain a safe physical and professional environment by:

- Ensuring all staff and instructors hold valid Enhanced DBS checks.
- Maintaining appropriate instructor-to-learner ratios.
- Providing risk assessments for all equipment and facilities.

- Prohibiting inappropriate physical contact and ensuring professional boundaries are always upheld.

Online Safety

For online training or communication:

- Sessions must be conducted using secure platforms.
- Learners and instructors should dress appropriately and use neutral backgrounds.
- No sessions may be recorded without consent.
- Personal contact details must not be shared outside professional communication channels.

Responding to Allegations

If an allegation is made against an instructor or member of staff:

- It must be reported immediately to the DSL.
- The DSL will contact the local safeguarding board for guidance.
- The staff member may be suspended pending investigation to protect all parties.

Training and Review

- All staff will complete safeguarding and first aid training every 2 years.
- The safeguarding policy will be reviewed annually or sooner if legislation or best practice changes.



Cyber Security Policy

Organisation Name: Align & Revive

Version: 1.0

1. Purpose

The purpose of this Cyber Security Policy is to protect the confidentiality, integrity, and availability of business information, client records, financial data, and digital systems used by Align & Revive.

As our business relies on technology for client bookings, communications, payments, marketing, and online training, protecting these systems from cyber threats is essential.

2. Scope

This policy applies to:

- All employees
- Pilates instructors
- Contractors and freelancers
- Administrators
- Anyone who accesses company systems, accounts, or data

The policy covers:

- Computers and laptops
 - Mobile phones and tablets
 - Online booking systems
 - Email accounts
 - Cloud storage systems
 - Social media accounts
 - Payment and customer management systems
 - Video conferencing platforms used for online classes
-

3. Information Assets

The business is responsible for protecting:

Client Information

- Names
- Addresses
- Telephone numbers
- Email addresses
- Health questionnaires
- Medical information
- Emergency contact details

Business Information

- Financial records
- Supplier information
- Marketing plans
- Training materials
- Staff records

4. Password Requirements

All users must:

- Use strong passwords containing at least 12 characters
- Include upper and lower-case letters, numbers, and special characters
- Use different passwords for different systems
- Never share passwords with colleagues
- Change passwords immediately if compromise is suspected

Where available, **Multi-Factor Authentication (MFA)** must be enabled.

5. Device Security

All devices accessing company information must:

- Be password protected
- Use automatic screen locking
- Have antivirus protection installed
- Keep operating systems updated
- Have security updates applied promptly

Employees must not:

- Leave devices unattended in public places
- Use unsecured public computers
- Store client information on personal devices unless approved

6. Email Security

Staff must:

- Be cautious of unexpected emails and attachments
- Verify payment requests before acting upon them
- Report suspicious emails immediately
- Avoid clicking unknown links

Particular care must be taken when handling:

- Client information
- Financial information
- Payment instructions

7. Data Protection and GDPR

The business will:

- Collect only information necessary for providing Pilates services
- Store personal data securely
- Restrict access to authorised personnel

- Dispose of information securely when no longer required
- Comply with UK GDPR and Data Protection legislation

Staff must not:

- Share client information without permission
 - Download client data unnecessarily
 - Use personal email accounts for business records
-

8. Online Class Security

For online Pilates sessions:

- Only approved platforms may be used
 - Meeting passwords should be enabled where available
 - Session links must not be publicly shared
 - Participants should be admitted only from registered bookings
 - Recordings must only be made with participant consent
-

9. Payment Security

The business will:

- Use reputable payment providers
- Never store full payment card details
- Process payments through secure encrypted systems

Staff must never request or store payment information in unsecured documents or email.

10. Backups

Business-critical information shall be backed up regularly.

Backups should include:

- Client records
- Booking information

- Financial records
- Class schedules
- Training materials

Backups should be tested periodically to ensure data can be restored if required.

11. Incident Reporting

Employees must immediately report:

- Lost or stolen devices
- Suspected hacking attempts
- Data breaches
- Unauthorised account access
- Malware or ransomware infections
- Suspicious emails

Reports should be made to:

Cyber Security Contact: [Name]

Email: [Email Address]

Telephone: [Number]

12. Staff Training

All staff shall receive cybersecurity awareness training covering:

- Phishing emails
- Password security
- Data protection obligations
- Safe internet use
- Incident reporting procedures

Training should be refreshed annually.

13. Remote Working

When working remotely, staff must:

- Use secure Wi-Fi networks
 - Keep devices protected at all times
 - Avoid accessing business data through public Wi-Fi where possible
 - Use VPN technology if provided by the business
-

14. Breaches and Disciplinary Action

Failure to comply with this policy may result in:

- Removal of system access
 - Disciplinary action
 - Contract termination
 - Legal action where appropriate
-

15. Policy Review

This policy will be reviewed:

- Annually
 - Following significant business changes
 - Following any cybersecurity incident
-

Approval

Business Owner: Julie Simpson

Date: 22/07/2026

Declaration

By ticking the boxes below and providing my details, I confirm that I have read, understood, and agree to the contents of the listed Align & Revive documents. I acknowledge that these documents apply to me and that Align & Revive may rely on this confirmation.

The Assessment and Quality Assurance Procedure

Complaints and Grievance Procedure

Equal Opportunities and Diversity Policy 2025

Equality, Diversity & Inclusion (EDI) Policy

Health & Safety Policy

Quality Assurance Policy for Align & Revive

Reformer Pilates Studio

Reformer Pilates Resubmission Policy

Safeguarding Policy 2025

Cyber Security Policy

Full Name:

Date:

Email: