

Cancellation & Attendance Policy

Clients may cancel or reschedule a booked class free of charge up to 24 hours before the scheduled start time.

Cancellations made less than 24 hours before the class, as well as missed classes, are non-refundable and will be charged in full.

Please note that entry to the class is not permitted if you arrive more than 15 minutes after the scheduled start time. In such cases, the class will still be considered attended and charged in full.

Privacy Policy

General Information on Data Processing

This Privacy Policy sets out how the limited liability company “AURA LAB”, registration No. 40203632330, legal address Latgales iela 88, Riga, Latvia, e-mail auralab.studija@gmail.com (hereinafter – the Studio), acting as a data controller, processes your personal data and ensures your rights as a data subject in accordance with applicable legal acts, including Regulation (EU) 2016/679 of the European Parliament and of the Council – the General Data Protection Regulation (hereinafter – the Regulation).

We invite you to carefully review this Privacy Policy, as it contains important information about how and for what purposes your personal data is processed. Personal data means any information relating to an identified or identifiable natural person, such as name, surname, contact details, etc.

Purposes of Personal Data Processing

The Studio processes personal data to:

- provide yoga and pilates class services;
- ensure client registration for classes;
- administer payments and accounting processes;

- communicate with clients regarding class schedules, changes, or other matters related to service provision;
- comply with the requirements of applicable legal acts;
- where necessary, establish, exercise, or defend legal claims.

If the Studio intends to process personal data for purposes other than those specified in this Privacy Policy, you will be informed separately.

Personal Data Security

The Studio ensures the confidentiality of personal data when processing it. It applies appropriate technical and organizational measures to protect personal data against accidental or unlawful destruction, loss, unauthorized access, disclosure, or other unlawful processing. Whenever possible, data are minimized and processed only to the extent necessary.

Personal Data Processing via the Website and Reservation System

The Studio's website offers an online booking and reservation system. When using this functionality, the Studio processes personal data in order to provide class reservations, manage bookings, and communicate with the client regarding the reserved service.

In such cases, the following personal data may be processed:

- name and surname;
- e-mail address;
- telephone number;
- reservation details;
- payment information.

The legal basis for data processing is the conclusion and performance of a contract, as well as compliance with legal obligations.

Personal Data Processing for Participation in Classes

Types of Data Processed

To ensure participation in yoga and pilates classes, the Studio may process the following personal data:

- Name and surname – for client identification;
- E-mail address and telephone number – for communication regarding classes, schedules, and changes;
- Payment information – for payment processing and accounting;
- Other information voluntarily provided by the client during communication with the Studio.

Legal Basis for Data Processing

Personal data are processed:

- for the conclusion and performance of a service agreement (Article 6(1)(b) of the Regulation);
- to comply with the Studio's legal obligations under applicable laws (Article 6(1)(c) of the Regulation);
- within the framework of the Studio's legitimate interests, such as the protection of its legal rights (Article 6(1)(f) of the Regulation).

Data Retention Period

Personal data are stored only for as long as necessary to achieve the specific purposes of data processing, to comply with legal requirements, and for the period during which claims related to service provision may be made in accordance with applicable laws.

Marketing and Newsletter Communications

The Studio may use a client's e-mail address to send newsletters, information about classes, special offers, or other information related to the Studio's activities only if the client has given explicit consent to receive such communications.

The client has the right to withdraw their consent at any time by using the unsubscribe link in the e-mail message or by contacting the Studio directly.

Use of Photo and Video Materials

The Studio may take photos and videos during classes for use on the Studio's website, social media channels, and marketing materials.

Photo and video materials are published with respect for individuals' right to privacy. If a person does not wish to be photographed or filmed, they have the right to inform the Studio accordingly. If a person is identifiable in photo or video material and an objection is raised, the Studio will remove the relevant material where reasonably possible.

Cookies and Analytics

The Studio's website uses analytics tools provided by the Wix platform, which allow the collection of general statistical information about website visits (such as number of visits, page views, and device types). These data are not used to directly identify individual users.

Additional cookies may be introduced in the future. In such cases, this Privacy Policy will be updated accordingly.

Transfer of Personal Data to Third Parties

The Studio does not transfer personal data to third parties, except where required by law (for example, to tax authorities), or where such transfer is necessary for service provision (for example, payment service providers).

Your Rights as a Data Subject

You have the right to:

- request access to your personal data;
- request correction of inaccurate or incomplete personal data;
- request deletion of personal data where permitted by law;
- restrict the processing of personal data;
- object to the processing of personal data;
- receive your personal data in a structured, commonly used, and machine-readable format (data portability).

Submission of Requests and Complaints

If you have any questions, requests, or objections regarding the processing of personal data, please contact the Studio by e-mail at auralab.studija@gmail.com or by post to the Studio's legal address.

If you believe that your personal data are being processed in violation of applicable legal requirements, you have the right to submit a complaint to the supervisory authority – the Data State Inspectorate of Latvia. Additional information is available on the website of the Data State Inspectorate.

This Policy was last updated on 22 January 2026.