

## Plus Health Company\_Privacy Policy

### Our Approach to your Privacy

Plus Health Company are committed to taking good care of your personal data and information and will always ask your permission before we store any of your data online. If you change your mind about sharing your information with us online, just get in touch and we can remove your details from the mindbody online system.

It is important to us that we earn and maintain your trust and promise only to store necessary data which enhances your customer experience. We also promise we will never sell or share any of your data with a third party, outside of those directly related to the mindbody online booking service or mailchimp.

All staff working for Plus Health Company agree to comply with the HCPC's standard of conduct, performance and ethics (visit [www.hcpc-uk.org](http://www.hcpc-uk.org) for further details)

### Manage your Privacy

When using the mindbody online service, you will be asked to create a login and password. In order to maintain your privacy, please do not share your login details with any other person. You are also advised to logout of your account each time you have finished managing your bookings. Finally, we advise you to ensure your devices are fully protected with anti-virus and anti-phishing software.

You are also fully responsible for the personal information you choose to share with others whilst using other online services and social media. Plus Health Company cannot be held accountable for any information shared in this context.

### Collection and Use of Personal Information

Personal information is data that can identify a single person. We require certain information in order to accurately identify you and distinguish you from another person. This is particularly important when working in the healthcare sector.

We will collect and store various information about you including (but not limited to) your full name, address, date of birth, telephone and email contact details and payment information. We will also retain a paper record of your health screening questionnaire and any details pertaining to any particular health conditions. We may also retain email and text communication you may have with us.

We are required to maintain and store accurate client records as part of our professional duties but agree only to release any information about you with your express, written consent. We also promise to send you a copy of any correspondence sent between us and another party. You are welcome to request a copy of any correspondence in advance of it being sent onwards but cannot guarantee that we will alter it.

Plus Health Company will endeavour to limit the ways in which we otherwise hold your data and treatment records. We promise to lock your treatment records away between appointments and will not to leave them unattended. Please note that all Plus Health Company staff will be able to review your information. If you do not wish this to be the case for any particular reason, please get in touch with Jen Redfern.

We will use your email address and/or telephone number to inform and update you on our services and any cancelled sessions. We will also get in touch from time to time to update you on general service changes, alterations to policies and procedures, promotions and events. We may use mailchimp to efficiently circulate this information. If you do not wish to be added to our mailing list, please let us know. You will also have an option to 'unsubscribe' on each circular.

In addition to collecting and retaining your data for professional reasons, we may also use it to help audit our service(s) with an aim to improve the customer experience and lead effective marketing and advertising campaigns.

Ultimately, we respect your privacy and promise to treat your information as confidential. We would only ever disclose confidential information if:

- We have your permission
- The law allows
- It is in the client's best interests or:
- It is in the public's best interest (to protect public safety or prevent harm to others)

### Third Parties

By agreeing to use the mindbody online booking system and to receiving our newsletters/circulars, you are consenting to sharing your information with these companies and its associated third parties.. Mindbody use PaySafe for merchant accounts and are PCI Level 1 compliant, giving you peace of mind that any payment information retained will be encrypted and stored securely.

Plus Health Company cannot guarantee that you will not receive contact from these associated companies but you will have an opportunity to opt out / unsubscribe if you prefer not to receive information from them. For further details on their individual policies, please visit their websites.

If Plus Health Company partner with companies besides those already mentioned, we will inform you about this beforehand and give you an opportunity to withdraw your permission to us sharing your information with them.