

# TAURANGA WELLNESS CENTRE LTD t/A HANDS TO HEAL MASSAGE THERAPY LTD

## Privacy Policy 2025

At Hands to Heal Massage Therapy – including our subsidiaries, Tauranga Massage, Hands to Heal Massage Therapy, H2H Massage, A1 Sports Massage, and The Om Room (collectively “we,” “our,” “us”) – we recognize the significance of your privacy and the importance of online security. This Privacy Policy outlines how we collect, use, disclose, and secure the information you share with us when you access our website, social media, and Client Information Clinic Intake forms (collectively, the “Services”).

### 1. Purpose

This Privacy Policy explains:

- How and when we collect personal information;
- What we do with that information; and
- Your rights regarding access to, correction of, or deletion of your personal data.

### 2. What Information Do We Collect?

We may collect personal information that uniquely identifies you from various sources, including:

#### Directly from You

- **When you use our Services:** Such as registering for an account, accessing features, or ordering products.
- **Via Intake Forms:** Information submitted on our Client History Intake forms, which may include detailed health histories, previous treatments, and other related information pertinent to tailoring our massage therapy services to your individual needs.

#### Through Third Parties

- Including our subsidiaries, affiliates, business partners, independent contractors, and other third parties.

#### Categories of Personal Information

- **Contact Information:** Name, postal address, email, phone number, and website.
- **Health Information:** Details such as current health status, medical procedures undergone, medication regimes, and third-party specialist or complementary therapy information.
- **Demographic Information:** Age, job details, etc.
- **Login Information:** Username and password.
- **Payment and Financial Details:** Payment card number, expiration date, authentication code, billing address, and bank account number.
- **Client History Intake Details:** Comprehensive data collected via our intake forms to help us understand your health history and personal needs for our therapy services.

#### Automated Information

When using our Services, we also automatically collect information, including:

- **Cookies:** Text files sent to your device to uniquely identify your browser or store settings.
- **Device Information:** IP address, device type, operating system, and browser details.
- **Usage Data:** Dates, times, duration of visits, pages viewed, navigation patterns, and other interactions.
- **Analytics Tools:** Using third-party tools (e.g., Google Analytics) to understand user traffic and behavior.

Note: Any material you send via our website is considered non-confidential unless otherwise stated.

### 3. Collection, Storage, and Use of Personal Information

#### Use Without Disclosure

- You can access our website without disclosing any personal information.

#### Your Disclosure of Personal Information

- Personal information provided by you may be entered via various website forms. This data may be viewed by our website administrators, directors, or contractors. Therefore, please refrain from submitting sensitive personal information through these forms unless necessary.

#### Holding of Information

- Personal data provided is retained indefinitely.
- **We do not sell, publish, or distribute any customer contact information or personal details.**
- At our sole discretion, we may disclose information to law enforcement or government officials if required for investigations related to fraud, intellectual property infringement, or other illegal activities.

### 4. Use of Personal Information

We may use the personal information you provide for purposes including, but not limited to:

- **Communication:** Answering queries, sending newsletters, and providing customer support.
- **Transaction Processing:** Handling orders and completing transactions.
- **Service Improvement:** Enhancing our website and overall Services.
- **Statistical Analysis:** Aggregating and analyzing non-personal, aggregated data to improve our marketing strategies.
- **Security:** Preventing fraud, unauthorized transactions, and managing risk.
- **Legal Compliance:** Enforcing our Terms of Use and complying with laws and regulations.

### 5. Photography, Image Use, and Social Media Policy

#### Client Photography and Image Consent

- **Client Privacy:** We respect your privacy and will not capture, use, or share photos or videos of you without your explicit written consent.
- **Use of Client Images:** Without consent, we will not post images or videos of you, your treatments, or any part of your session. If consent is provided, such materials may be used for our social media, website, or promotional materials.

#### Clinic Photography and Social Media Content

- **Photography of the Clinic:** We may take photos or videos of the clinic environment, events, and public areas solely to showcase our facility and services. These images do not include sensitive personal information about our clients unless express permission is given.
- **Posting on Social Media:** Images or videos taken of the clinic may be posted on our social media channels, website, or marketing materials to promote our services and keep our community informed.
- **Tagging & Mentions:** We will not tag, mention, or reference any individual on social media without their prior, express permission.
- **Client Testimonials & Reviews:** If you provide a review or testimonial, you may request its removal at any time.

### 6. How Secure is Your Information?

We use third-party software (such as Timely/Stripe and ANZ FastPay EftPos) that employs Transport Layer Security (TLS) encryption – indicated by “https” and a padlock icon in your browser – to safeguard your personal information during transactions. While we take extensive measures to protect your data, please note:

- No electronic transmission is entirely secure;
- We cannot guarantee that our security measures will always prevent unauthorized access or data breaches;
- All transmissions are at your own risk.

## 7. Your Rights: Correcting and Accessing Your Personal Information

Under the Privacy Act 1993:

- You are entitled to access and request the correction or deletion of your personal information.
- If you wish to review or change your provided details or have any privacy-related concerns, please contact us as described below.

Should you wish to make a formal privacy complaint, you may also reach out to the Office of the Privacy Commissioner.

## 8. Cookies

- **Usage:** Our website and affiliated sites use session cookies to monitor usage. These cookies do not collect personal information.
- **Management:** Most web browsers allow you to disable or delete cookies without compromising website functionality.
- **Notification:** Your browser settings may offer notifications when a new cookie is received.

## 9. Promotional Communications

- **Opting Out:** If you receive promotional emails or text messages from us, you may opt out by following the unsubscribe instructions included in those communications.
- For assistance regarding your subscription preferences, please contact: [3pbmedia@gmail.com](mailto:3pbmedia@gmail.com)

## 10. Web Analytics (Google Analytics)

- To opt out of aggregated and anonymous data collection through Google Analytics, please install the Google browser add-on available at: [Google Analytics Opt-Out Add-on](#).

## 11. Changes to Our Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Should significant changes occur in our privacy practices, we will notify you via email or through a notice on our Services, including a link to the updated policy. Material changes affecting the use of your personal information will provide you the opportunity to opt out.

The effective date of this Privacy Policy is indicated at the top of this page. We encourage regular reviews to stay informed on our practices.

## 12. Contact Us

For questions or concerns regarding this Privacy Policy or our data practices, please contact us via:

- **Email:** [3pbmedia@gmail.com](mailto:3pbmedia@gmail.com)
- **Phone:** [Insert Phone Number]

For unresolved privacy complaints, you may also contact the Office of the Privacy Commissioner.

### 13. Client History Intake

#### Collection and Use

- When you engage our Services, you may be asked to complete Client History Intake forms. These forms collect detailed personal and health-related information to help us better understand your needs and provide tailored massage therapy services.
- **Information Collected:** This may include your health history, previous treatments, current medications, and any other information relevant to your massage therapy care.

#### Storage and Confidentiality

- The information provided in these intake forms is held confidentially as part of your client record.
- We store your data securely and use it solely for the purpose of assessing and personalizing your treatment. Access to this information is limited to authorized personnel only.

#### Disclosure

- Your client history intake information will not be shared with any third parties unless required by law or with your explicit, written consent.

#### Your Rights

- You have the right to access, correct, or request deletion of the information you provide via our intake forms. Please refer to Section 7 for details on how to exercise these rights.

This Privacy Policy is effective as of 2025. Thank you for trusting Hands to Heal Massage Therapy with your personal information and supporting our commitment to transparency, security, and individualized care.