



## Privacy Policy

Move Clinics is the trading name of Move Physio & Rehab Clinics. This Privacy Policy sets out our privacy practices. Please take the time to review this Privacy Policy carefully as it tells you how your personal information will be treated by us.

By using any Move Clinics studio and our services, you unconditionally agree to be bound by this Privacy Policy. Move Clinics wants to offer you the best possible internet experience. Consequently, additional functions, features, products or services are incorporated into website from time to time. This, and our commitment to protecting the privacy of your personal information, may result in periodic changes to this Privacy Policy. As a result, please remember to refer back to this Privacy Policy regularly to review any amendments.

Any questions regarding our Privacy Policy should be directed to Move Physio & Rehab Clinics.

### **What do we collect and use personal information for? In order to:**

- Administer your accounts and subscriptions with us;
- Process orders, payments or applications submitted by you;
- Customise the service we provide to you;
- Administrate or otherwise carry out our obligations in relation to any agreement you have with us including any subscription to our service;
- Verify your identity (for example, in the event you are a competition winner);
- Anticipate and resolve problems with any services supplied to you;
- Carry out market research and tracking of sales data;
- Send you information about our services (if you have chosen to receive such information);

We need to collect and process personal information about you (including your name, a user name, gender, birth date, and, in connection with your password, an answer to a question that only you would know). We may ask you for this information through our Site, or via one of our telephone operators or when you visit our clinics. Certain information is collected automatically, as described later in this Privacy Policy.

Although we do not make it compulsory to give us every item of information we ask for, the more information you volunteer (and the more accurate it is), the better we can tailor our services for you.

At Move Clinics we don't share your data with any third party other than those utilised to service our business.

### **Third party sites**

We cannot be responsible for the privacy policies and practices of other websites even if you access them using links from our Sites and recommend that you check the policy of each site you visit.

### **Log files/IP addresses**

When you visit our site, we may automatically log your IP address (the unique address which identifies your computer on the internet) which is automatically recognised by our web server. We use IP addresses to help us administer the Site and to collect broad demographic information for aggregate use.

### **Non personal information**

We may automatically collect non-personal information about you such as the type of internet browsers you use or the site from which you linked to our Sites. You cannot be identified from this information and it is only used to assist us in providing an effective service on our Sites. We may from time to time supply the owners or operators of third party sites from which it is possible to link to our Sites with information relating to the number of users linking to our Sites from their sites. You cannot be identified from this information.

### **Information placed on your computer**

We may store some information (commonly known as a cookie) on your computer when

you look at our site. This information facilitates your use of our Sites and helps us to provide you with the best level of service.

You can erase or block cookies from your computer if you want to (your help screen or manual should tell you how to do this), but certain Move Clinics services may not work correctly if you set your browser not to accept cookies.

**Improving our service**

If you have agreed that we can, staff from Move Clinics may contact you from time to time by e-mail or by telephone in order to get your feedback on the service we provide to you.

**Information about products and services**

It is very important to us that we provide you with the highest level of service. In order to help us do this, where you have agreed to receive such information, from time to time we may send you details of products and services which we think may be of interest to you.

**Keeping our records accurate**

We aim to keep our information about you as accurate as possible. If you would like to review or change the details you have supplied us with, you may do so at any time simply contact us. If you have another query relating to your information, please contact us.

**Disclosing your information to others**

Other than the disclosures referred to in this policy, we will not disclose any personal information without your permission unless we are legally entitled or obliged to do so (for example, if required to do so by Court order or for the purposes of prevention of fraud or other crime). Our policy is not to sell or share data.