



Privacy Policy

Last Updated: 01 August 2023

M.POWEREDHEALTH is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how the personal data you provide is collected, used, and safeguarded. By using the coaching services, including booking a session, completing the health assessment and attending sessions, you consent to the collection and use of your personal data as described below.

Collecting and Using Your Personal Data

Types of Data Collected

a. Personal Data: When you book a session and complete the health assessment, the following personally identifiable information is collected from you:

- First and Last name
- Email address
- Phone number
- Physical Address/ Country of residence
- Usage data
- Payment data
- Any other information provided to us as feedback, surveys, ratings, etc

b. Health Data: To provide you with personalized health coaching services, health-related information may be collected through a health assessment form and during coaching sessions. This information may include but is not limited to:

- Anthropometric data
- Medical health history
- Information on diet, exercise and lifestyle
- Any personal health information that is provided by you or from a third party with your consent and at your request

Collection and Use of Personal Data

Your personal data is collected for the following purposes:

- To provide health coaching services and tailor them to your specific needs.
- To communicate with you regarding session bookings, health-related information, and updates.
- To ensure the accuracy and completeness of your health assessment data for effective coaching.
- To comply with legal and regulatory requirements, including maintaining records as necessary.

Usage Data

Usage Data is collected automatically when using the Service.

It may include information such as your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Website or App by or through a mobile device, certain information may be collected automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit the website or when you access it by or through a mobile device.

This data is collected for purposes of website analytics, optimization, and security.

All personal information is secure and M.POWEREDHEALTH employs all security measures to safeguard this information.

Storage and Retention of Your Personal Data

Storage

Your data is securely stored for purposes of coaching optimization and tracking. This includes but is not limited to the CRM used by M.POWEREDHEALTH, data analysis tools, WIX.com and its applications. The data is securely stored on servers behind a firewall.

All direct payment gateways offered by Wix.com adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Retention

Your Personal Data will only be retained for as long as is necessary for the purposes set out in this Privacy Policy. They will be retained and used to the extent necessary to comply with legal obligations, resolve disputes, and enforce legal agreements and policies.

Usage Data is also being retained for internal analysis purposes.

Sharing of Personal Data

a. **Third-Party Service Providers:** Personal data may be shared with service providers who assist in delivering health coaching services, such as customer relationship management (CRM) systems, to manage information, or marketing platforms, to ensure smooth operation and communication. These providers are only authorized to process personal data for the specified purposes outlined in this Privacy Policy, are secured and only aggregated information is shared to personalize and improve user experience.

b. **Legal Requirements:** We may disclose your personal data if required to do so by law or in response to valid requests by public authorities, to protect the safety of a person or defend the rights

or safety of M.POWEREDHEALTH. In the event of information being shared in any manner, notice or prior intimation will be given.

c. Medical partners: If collaborating with other professionals or partners, such as physicians, nutritionists, therapists, etc., your data may be shared with your explicit consent to ensure your well-being.

d. Data Analytics and Research: If data analytics or research is conducted to improve health coaching services or develop new programs, aggregated and anonymized data may be used

e. Your personal data will not be sold or shared with third parties for marketing purposes unless explicit consent is obtained.

Your Rights

a. Access and Correction: You have the right to access, update, or correct your personal data held by M.POWEREDHEALTH.

b. Data Deletion: You have the right to request the deletion of your personal data from our records, 1 year after the coaching relationship has ended. However, certain data may need to be retained for legal or legitimate business purposes. If data is fully deleted, M.POWEREDHEALTH will not request, share or accept any personal information from any 3rd party, even with consent from the relevant person.

c. Other rights include the right to restrict processing or the right to data portability.

Tracking Technologies and Cookies

a. Cookies or Browser Cookies. Cookies are small pieces of data stored on your browser to enhance your browsing experience and collect usage data. They are typically used to keep track of the settings you have selected and actions you have taken on a site. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. Unless you have adjusted Your browser setting so that it will refuse Cookies, the Website may use Cookies.

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser.

GDPR Compliance

As a European registered Company, M.POWEREDHEALTH is committed to protecting the privacy and security of your personal data in compliance with the General Data Protection Regulation (GDPR) and other applicable data protection laws. Appropriate technical and organizational measures have been implemented to ensure the confidentiality, integrity, and availability of the collected and processed personal data.

Special Condition

The services cannot be used by minors under the age of 18 without the consent of a parent or guardian.

Changes to the Privacy Policy

This Privacy policy may be changed from time to time to reflect changes in practices or legal requirements. Updates to the privacy policy shall be communicated via email

Get in touch

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal data, please feel free to get in touch by filling out the contact form on <http://www.m-poweredhealth.com/> or send an email to milou@m-poweredhealth.com

By continuing to use our services, you signify your acceptance of this Privacy Policy.