

PRIVACY POLICY STATEMENT

ECLECTIC. Physiotherapy & Rehabilitation. Wholistic Care Centre Unit 215 - 2238 Dundas St. West Toronto ON M6R 3A9. 416-871-6009. getintouch@eclecticphysio.com Eclecticphysio.com

Eclectic. Physiotherapy & Rehabilitation respects the privacy concerns of the users of its website, <https://eclecticphysio.com> and the services provided therein (the "site"). The Company thus provides this privacy statement to explain what information is gathered during a visit to the site and how such information may be used.

Use of Information: As a general policy, no personally identifiable information, such as your name, address, or e-mail address, is automatically collected from your visit to the site. However, certain non-personal information is recorded by the standard operation of Eclectic. internet servers. Information such as the type of browser being used, its operating system, and your IP address is gathered in order to enhance your online experience.

The site's various mailing lists, downloads, special offers, contests, registration forms, subscription and surveys may request that you give us contact information such as your name, mailing and/or e-mail address, demographic information such as your age and gender, and personal preference information such as your preferred software and interests. Information submitted at the time of submission will be used by Eclectic. only as necessary for our legitimate business interests, including without limitation the improvement of our products, services and the contents of the site. Eclectic. may also share such information with our business and promotional partners to further those interests. Personally identifiable information is never sold or leased to any third parties. With your permission, we may use your contact information to send you notification(s) about our company and products. You may always opt-out of receiving future mailings as provided below. Eclectic. does not store any credit card information it may receive in regard to a specific transaction, booking and/or billing arrangement except as necessary to complete and satisfy its rights and obligations with regard to such transaction, booking and / or billing arrangement, and/or as otherwise authorized by a user.

Eclectic. may disclose user information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference (either intentionally or unintentionally) with the Eclectic.'s rights or property, other users of the site, or anyone else that could be harmed by such activities.

Children Age 13 and Under: The Company recognizes the special obligation to protect personally identifiable information obtained from children age 13 and under. AS SUCH, IF YOU ARE 13 YEARS OLD OR YOUNGER, THE COMPANY REQUESTS THAT YOU NOT SUBMIT ANY PERSONAL INFORMATION TO THE SITE OR TO THE COMPANY. If the Company discovers that a child age 13 or younger has signed up on the Site or provided us with personally identifiable information, we will delete that child's identifiable information from our records.

The Company nonetheless encourages parents to go online with their kids. Here are a few tips to help make a child's online experience safer:

- Teach kids never to give personal information, unless supervised by a parent or responsible adult. Includes name, address, phone, school, etc.
- Know the sites your kids are visiting and which sites are appropriate.
- Look for Website privacy policies. Know how your child's information is treated.
- Check out the FTC's site for more tips on protecting children's privacy online

What type of information do you collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the *Internet* protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information including name, address, email; comments, feedback, product reviews, recommendations, and personal profile.

NOTE: Currently Not Applicable to Eclectic. Website is the Direct payment gateways offered by Wix.com and used by our company to 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. Eclectic. currently does not accept online booking payments and neither asks for your bank account information including credit card information.

How do you collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address, email address, booking appointments, invoicing and payment at a particular date. Your personal information will be used for the specific reasons stated above only.

Why do you collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

To provide and operate the services;

To provide our users with ongoing customer assistance;

To be able to contact our visitors and users with general or personalized service-related notices and promotional messages;

To create aggregated statistical data and other aggregated and/or inferred non-personal information, which we or our business partners may use to provide and improve our respective services;

To comply with any applicable laws and regulations.

How do you store, use, share and disclose your site visitors' personal information?

Our company is hosted on Wix platform that allows us to sell our products and services to you. Your data may be stored through its data storage, databases and its general applications. It stores your data on secure servers behind a firewall.

How do you communicate with your site visitors?

We may contact you to notify regarding your appointments and follow-ups; notify Eclectic. events at no cost; notify about your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires - specifically outcome measures we use in physiotherapy, service feedbacks and other means of improving our business transactions; to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and other agreements with Eclectic. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Eclectic. Is SSL secured.

The SSL Certificate allows your site to use Hyper Text Transfer Protocol Secure (HTTPS), which is the secure protocol through which your browser communicates with sites.

When using HTTP sites, any data that is transferred can potentially be accessed or manipulated by attackers. However, when using HTTPS sites, data is encrypted and authenticated and therefore secured.

Malware/Spyware/Viruses: Neither the Company nor the Site knowingly permit the use of malware, spyware, viruses, and/or other similar types of software.

Links to External Sites: Eclectic. is not responsible for the content or practices of third party websites that may be linked to the site. Eclectic. is also not responsible for any information that you might share with such linked websites. You should refer to each website's respective privacy policy and practices prior to disclosing any information.

Your Acceptance of These Terms: By using the Site, you accept the policies and restrictions set forth in this Online Privacy Policy. If you do not agree to this policy, please do not use the Site. This Online Privacy Policy may be revised from time to time by updating this posting. You are bound by any such revisions and should therefore periodically visit this page to review the current Online Privacy Policy to which you are bound.

The web developer used by Eclectic. is committed to protecting Eclectic. and its users' data. It made it easy and free for Eclectic. site to become HTTPS.

Privacy policy updates

Eclectic. reserves the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Online Communication

Eclectic. takes patient privacy and protection seriously that is why it carefully selects softwares that are not only comprehensive but also provides the best security for its clients. Eclectic. uses JaneApp (link: <https://jane.app/guide/privacy-and-security/privacy-compliance-for-clinics-in-ontario>); Physitrack exercise software (link: <https://www.physitrack.com/privacy>); MS Office 365 (link: <https://products.office.com/en-us/business/office-365-trust-center-security>) and may use secured e-mail services that has privacy features such as message encryption (The client will have to register an account for secure-mail e-mail services utilize by Eclectic.).

The steps and procedures in e-mailing, phone calls, faxing and mailing are on a separate consent form.

Questions and your contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at getintouch@eclecticphysio.com or send us mail to: Eclectic. Unit 215 – 2238 Dundas St. West TO. M6R 3A9

Information provided by you via general e-mail inquiries to Eclectic. such as your e-mail address is used only to respond to your inquiries in the ordinary course of business and is never shared with third parties.

How can your site visitors withdraw their consent (Choice/Opt-Out)?

The Site may provide you the opportunity to opt-in to receive communications from us at the point where we request information about you. You always have the option of removing your name from any e-mail list either you don't want us to process your data anymore or discontinue any specific future communications. In order to ensure immediate removal from any list, please follow the specific instructions set forth within the communications you receive from Eclectic. which you no longer wish to receive. If you are unsuccessful in completing the instructions specified in any such communication, please e-mail us at getintouch@eclecticphysio.com, including a copy of the undesired email attached to the request, and state you wish to be removed from the mailing list.

Contact Information for Complaints or Concerns: If you have any complaints or concerns about Eclectic. Privacy Statement, please contact: getintouch@eclecticphysio.com

Information provided by you via general e-mail inquiries to the Company such as your e-mail address is used only to respond to your inquiries in the ordinary course of business and is never shared with third parties.

Security: Security for all personally identifiable information is extremely important to us. Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, The Company cannot ensure or warrant the security of any information you transmit via the internet. By transmitting any such information to the Company, you accept that you do so at your own risk.

Your Acceptance of These Terms: By using the Site, you accept the policies and restrictions set forth in this Online Privacy Policy. If you do not agree to this policy, please do not use the Site. This Online Privacy Policy may be revised from time to time by updating this posting. You are bound by any such revisions and should therefore periodically visit this page to review the current Online Privacy Policy to which you are bound.

APPENDIX

1. Risks of using electronic communication

The Practitioner will use reasonable means to protect the security and confidentiality of information sent and received using the Services (“Services” is defined in the attached Consent to use electronic communications). However, because of the risks outlined below, the practitioner cannot guarantee the security and confidentiality of electronic communications:

- Use of electronic communications to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Employers and online services may have a legal right to inspect and keep electronic communications that pass through their system.
- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the Physician or the patient.
- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- Electronic communications maybe disclosed in accordance with a duty to report or a court order.
- Videoconferencing using services such as Skype or FaceTime may be more open to interception than other forms of videoconferencing.
- If the email or text is used as an e-communication tool, the following are additional risks:
- Email, text messages, and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email, text messages, and instant messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.
- Conditions of using the Services

While the Practitioner will attempt to review and respond in a timely fashion to your electronic communication, the Practitioner cannot guarantee that all electronic communications will be reviewed and responded to within any specific period of time. The Services will not be used for medical emergencies or other time-sensitive matters.

- If your electronic communication requires or invites a response from the Practitioner and you have not received a response within a reasonable time period, it is your responsibility to follow up to determine whether the intended recipient received the electronic communication and when the recipient will respond.
- Electronic communication is not an appropriate substitute for in-person or over-the-telephone communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed. You are responsible for following up on the Physician's electronic communication and for scheduling appointments where warranted.
- Electronic communications concerning diagnosis or treatment may be printed or transcribed in full and made part of your medical record. Other individuals authorized to access the medical record, such as staff and billing personnel, may have access to those communications.
- The Practitioner may forward electronic communications to staff and those involved in the delivery and administration of your care. The Practitioner might use one or more of the Services to communicate with those involved in your care. The Practitioner will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.
- You and the Practitioner will not use the Services to communicate sensitive medical information.

Others:

- You agree to inform the Practitioner of any types of information you do not want sent via the Services, in addition to those set out above. You can add to or modify the above list at any time by notifying the Practitioner in writing.
- Some Services might not be used for therapeutic purposes or to communicate clinical information. Where applicable, the use of these Services will be limited to education, information, and administrative purposes.

The Practitioner is not responsible for information loss due to technical failures associated with your software or internet service provider.

Instructions for communication using the Services

To communicate using the Services, you must:

- Reasonably limit or avoid using an employer's or other third party's computer.
 - Inform the Physician of any changes in the patient's email address, mobile phone number, or other account information necessary to communicate via the Services.
 - If the Services include email, instant messaging and/or text messaging, the following applies:
 - Include in the message's subject line an appropriate description
 - of the nature of the communication (e.g. "Billing"; "My Condition", "MRI"), and your full name in the body of the message.
 - Review all electronic communications to ensure they are clear and that all relevant information is provided before sending to the physician.
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- Ensure the Practitioner is aware when you receive an electronic communication from the Practitioner, such as by a reply message or allowing "read receipts" to be sent.
 - Take precautions to preserve the confidentiality of electronic communications, such as using screen savers and safeguarding computer passwords.
 - Withdraw consent only by email or written communication to the Practitioner.
 - If you require immediate assistance, or if your condition appears serious or rapidly worsens, you should not rely on the Services. Rather, you should call the Practitioner's office or take other measures as appropriate, such as going to the nearest Emergency Department or urgent care clinic.
 - Other conditions of use in addition to those set out above.

ECLECTIC. Physiotherapy & Rehabilitation FORMS OF COMMUNICATION POLICY

eclecticphysio.com getintouch@eclecticphysio.com 416-871-6009 Wholistic Care Centre Unit 215 -
2238 Dundas St. West Toronto ON M6R 3A9

Eclectic. has offered to communicate using the following means of electronic and telephone communication ("the Services") check all that apply:

Email: getintouch@eclecticphysio.com, including sending home exercise programs and educational links from the internet.

Text messaging (including instant messaging)

Website/Portal: <https://www.eclecticphysio.com>

Social media: FB & IG

Video conferencing (including Skype®, FaceTime®)

Others (specify): Follow-up reminder from JaneApp software / Wix Booking Platform.

PATIENT ACKNOWLEDGMENT AND AGREEMENT:

I acknowledge that I have read and fully understand the risks, limitations, conditions of use, and instructions for use of the selected electronic communication Services more fully described in the Appendix to this consent form. I understand and accept the risks outlined in the Appendices to this consent form, associated with the use of the Services in communications with Eclectic. practitioner and staff. I consent to the conditions and will follow the instructions outlined in the Appendix, as well as any other conditions that the Practitioner may impose on communications with patients using the Services.

I acknowledge and understand that despite recommendations that encryption software be used as a security mechanism or electronic communications, it is possible that communications with the Practitioner the Practitioner's staff using the Services may not be encrypted. Despite this, I agree to communicate with the Practitioner or the Practitioner 's staff using these Services with a full understanding of the risk.

I acknowledge that either I or the Practitioner may, at any time, withdraw the option of communicating electronically through the Services upon providing written notice. Any questions I had have been answered.

Patient name: _____

Patient email: _____

Consent to leave a general message about therapy on Patient's home phone? _____

Consent to leave a general message about therapy on Patient's mobile phone? _____

Other account information required to communicate via the Services (if applicable):

I have reviewed and understand all of the risks, conditions, and instructions described in the Communication Policy Appendix which is under the Privacy Policy set by Eclectic. Physio that is posted, read and reviewed at its website. I understand that the policies are modified from time to time so clients may discuss and clarify them with Eclectic. and thereby give our expressed consent whether to continue or withdraw.

Client's Signature: _____ Date: _____

Witness Signature & Date: _____

